



Sound Transit 2021 Service Plan

*Adopted by the
Board of Directors
November 19, 2020*



S SOUNDTRANSIT

2020 COVID-19 Response

Responding to an unprecedented situation

Transit agencies in our region and across the world have faced many new challenges during the COVID-19 pandemic, including decreased ridership and declining revenue. At the same time, agencies have needed to ensure reliable and safe transit options to help people access essential jobs and services.

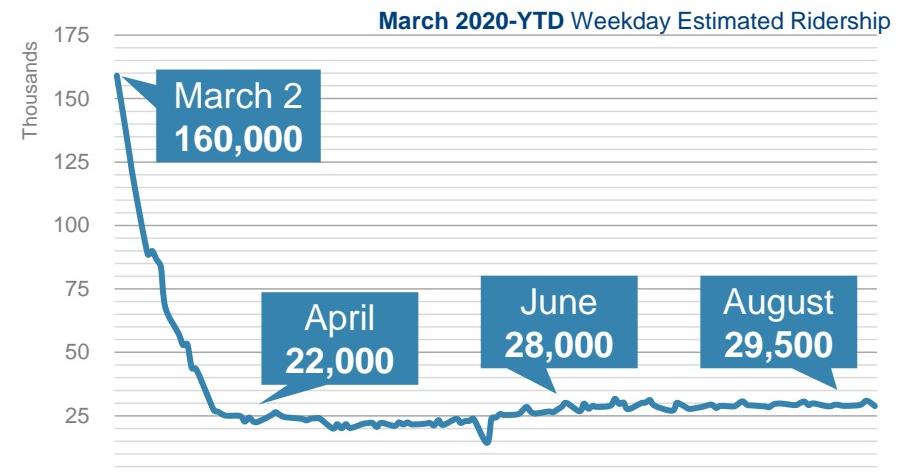
In the Puget Sound region, ridership began to fall even before Washington's stay-at-home order, as employers recommended or required employees to work from home. At its lowest, in late April and early May, Sound Transit bus and rail network ridership had declined by 85%. The agency made emergency service reductions reflecting this large drop in ridership and formed a "basic network" that emphasized preserving coverage and span of service while being cognizant of the financial resources to operate service.

In summer 2020, some restrictions to the stay-at-home order lifted, and passengers began to return to Sound Transit services. A significant part of this ridership gain came from routes serving South King County and Pierce County. Sound Transit partially restored service on some routes and increased trips on routes that were seeing ridership gains. The September 2020 service change will have additional service increases on some routes, including Link light rail, Sounder South and ST Express routes experiencing higher demand.

Drastic ridership declines

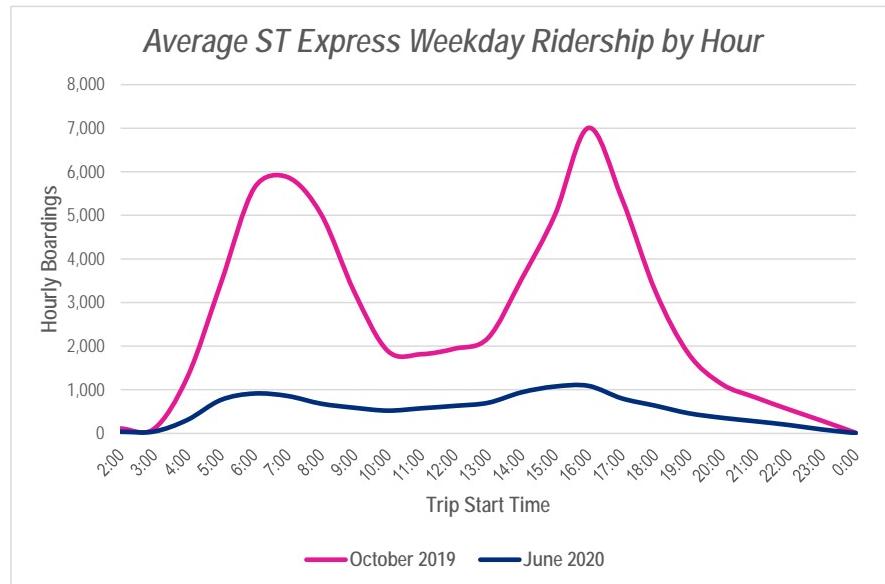
Ridership began falling in early March as employers imposed work-at-home orders and Governor Jay Inslee subsequently issued a statewide stay-at-home order. Ridership hit its lowest numbers in late April spanning into early May. By the first week of May, Sound Transit was carrying approximately 21,000 daily weekday passengers, a reduction of more than 85% compared to pre-pandemic numbers. As Puget Sound counties entered into Phase 2 of Washington State's Safe Start reopening plan, we began to see modest increases in ridership.

Ongoing tracking of daily ridership from the beginning of the COVID-19 pandemic allowed service planning to identify the following trends.

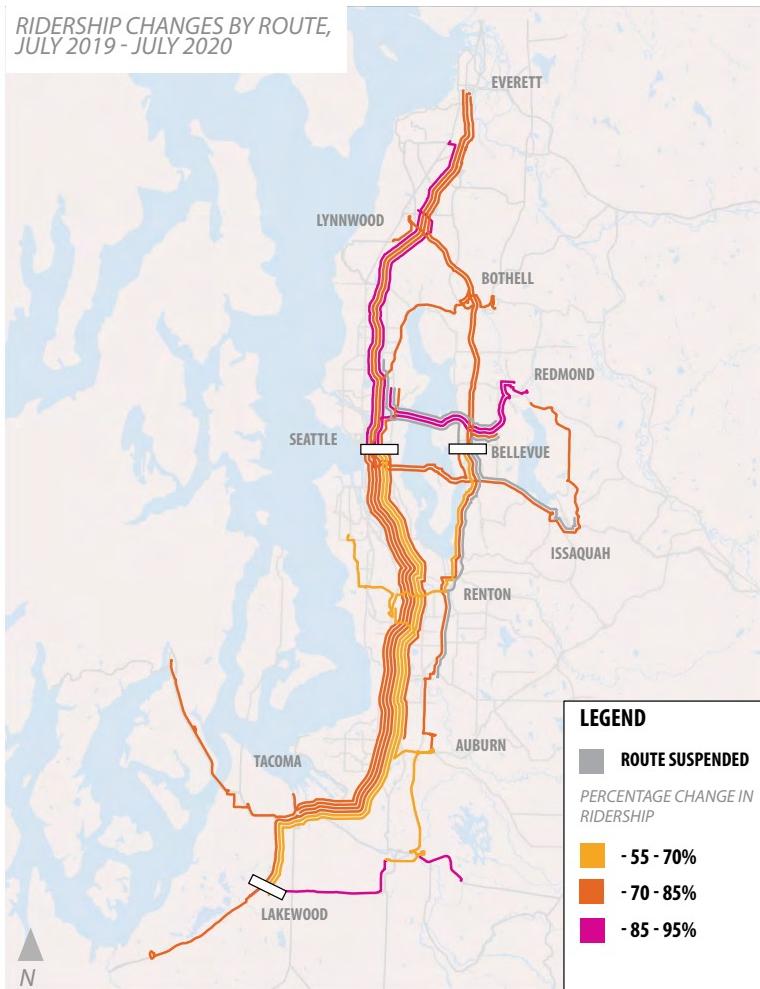


Largest ridership declines in peak periods

Ridership declined the most from the peak periods, suggesting that a significant contribution of the decline was from people now working from home as opposed to commuting. The degree to which midday and evening ridership declined was significantly less, suggesting that people using the network throughout the pandemic have been accessing essential jobs that cannot be done from home and people accessing everyday necessities such as grocery shopping and medical appointments.



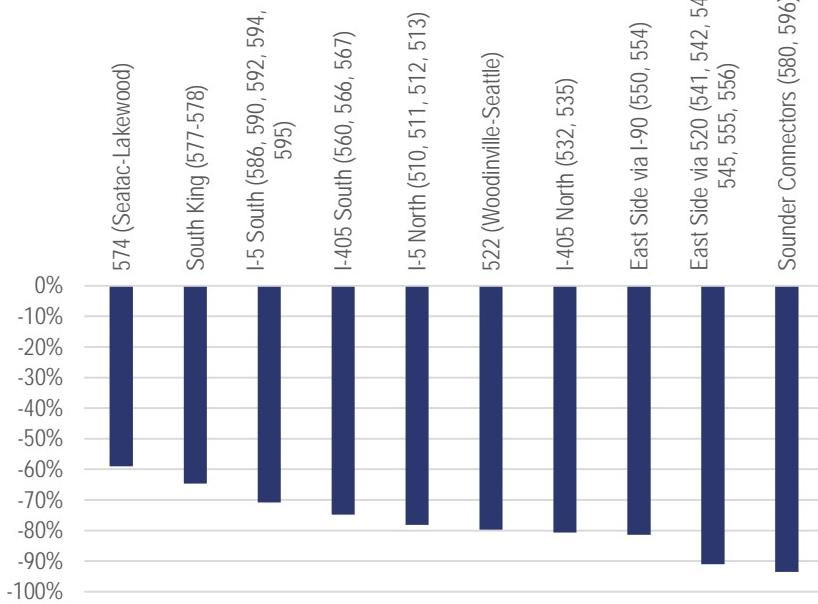
RIDERSHIP CHANGES BY ROUTE,
JULY 2019 - JULY 2020



Fewest ridership declines in Pierce County and South King County

Ridership declined to varying extents across the network. All-day routes serving Pierce County and South King County experienced the least decline compared to other corridors in the system. East King County routes that cross SR 520 and primarily serve “tech” centers experienced some of the larger declines in ridership.

Ridership Decline by Corridor (July 2019-July 2020)

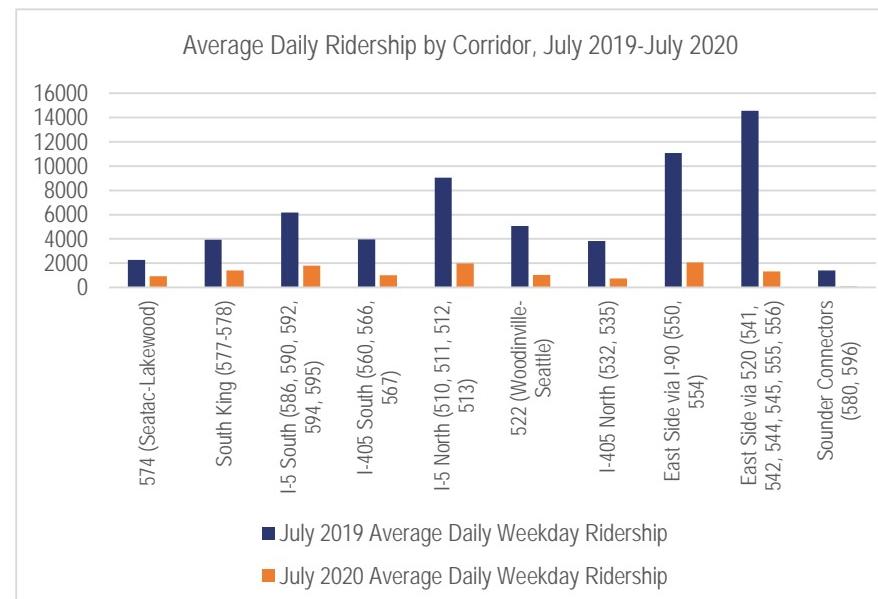


Park-and-ride routes had the greatest ridership declines

Routes focusing primarily around park-and-rides had significant declines in ridership. Sounder Connector routes (580 Lakewood-Puyallup and 596 Bonney Lake-Sumner) both had the largest decline of any route group. These routes serve park-and-ride facilities at satellite locations, which normally served as overflow lots when those at Sounder stations were at capacity. Since ridership is significantly reduced across the network, there is less need for people to use these satellite parking lots. Similarly, Route 513 (Seaway TC-Seattle), whose ridership in 2019 was primarily from Snohomish County park-and-ride lots, saw significant decline in ridership.

East King County-Seattle routes remained important regional connections

East King County routes had some of the largest declines compared to other routes. However, despite the drop in ridership, the I-90 corridor still serves about 2,000 daily weekday riders and the SR 520 corridor serves 1,300 daily weekday riders. This highlights that even though ridership has dropped by a larger degree in these areas, these routes continue to be important regional connections for riders.



Emergency service reductions to “basic network”

Criteria and decision making

Equity

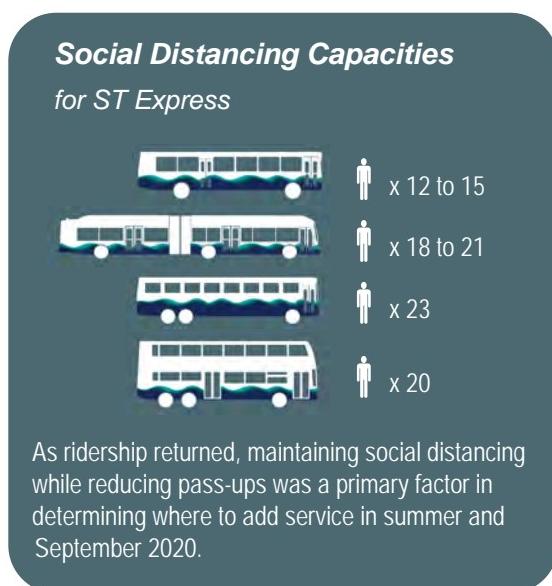
Sound Transit placed special emphasis on maintaining higher levels of service on routes where people depend more on transit, including seniors, people with disabilities, populations protected by Title VI (on the basis of race, color, national origin), low-income populations and those with limited English proficiency, as well as essential workers who could not telecommute.

Social distancing

In order to facilitate social distancing on ST Express buses, operating transit agencies imposed capacity restrictions. Capacity limits ranged between 12 and 37 passengers depending on the fleet size, as shown on the right. These social distancing measures placed a large constraint on providing a basic emergency network.

Preserve span of service and coverage to the extent possible

Maintaining geographic coverage and hours of service to the fullest extent possible was a crucial factor in determining which routes and periods had trip reductions. As ridership declined most from the peak periods, most service reductions also came from those periods.



Emergency service reductions

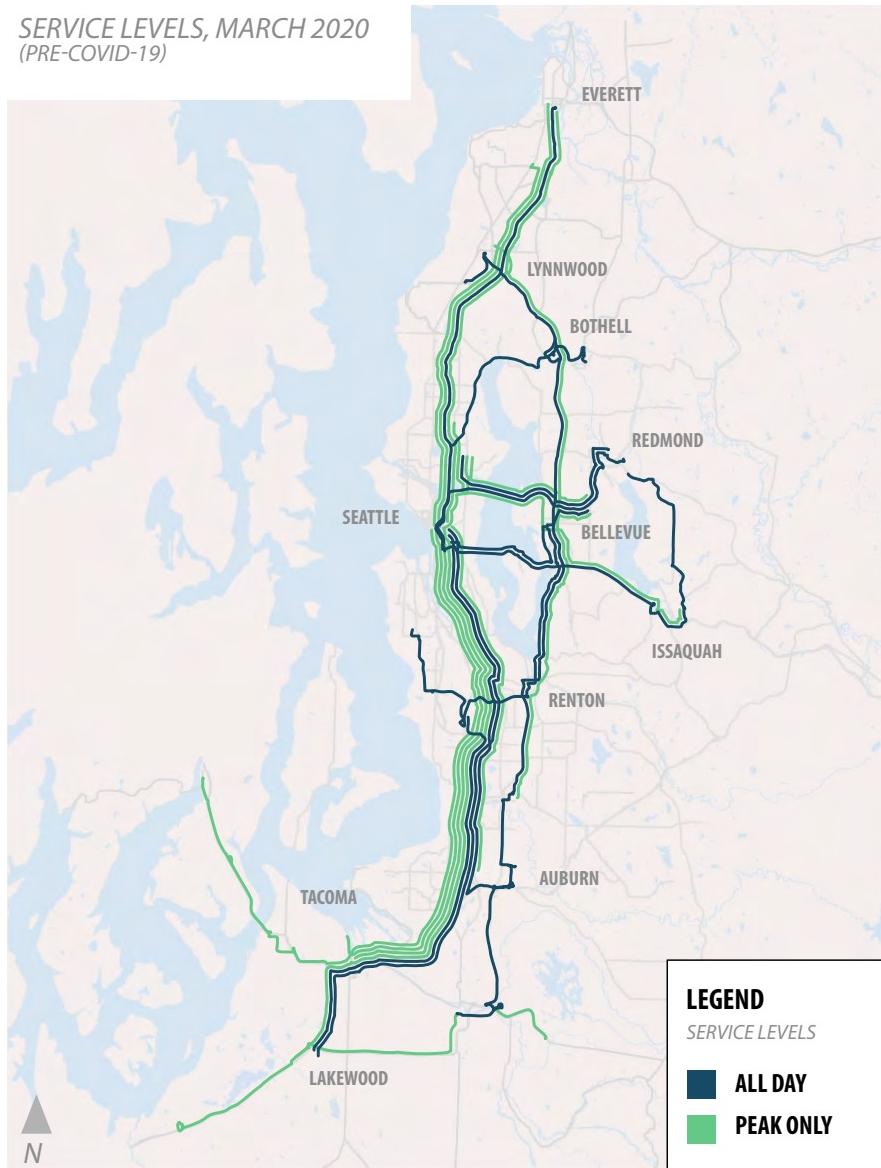
ST Express

With the large decline in ridership and being cognizant of the resources available, Sound Transit reduced the number of trips operating on the ST Express network, with most trip reductions coming from the peak periods. Some peak-hour routes were suspended where service was duplicated by other routes, such as Route 544 (Overlake-SLU), which acts as a rush hour overlay service on top of all-day Route 545 (Redmond-Seattle). With the exception of some areas served by Route 592 (DuPont-Seattle), 595 (Gig Harbor-Seattle), and 596 (Bonney Lake-Sumner Sounder connector), we preserved coverage with one or more routes in this initial set of reductions implemented in April.

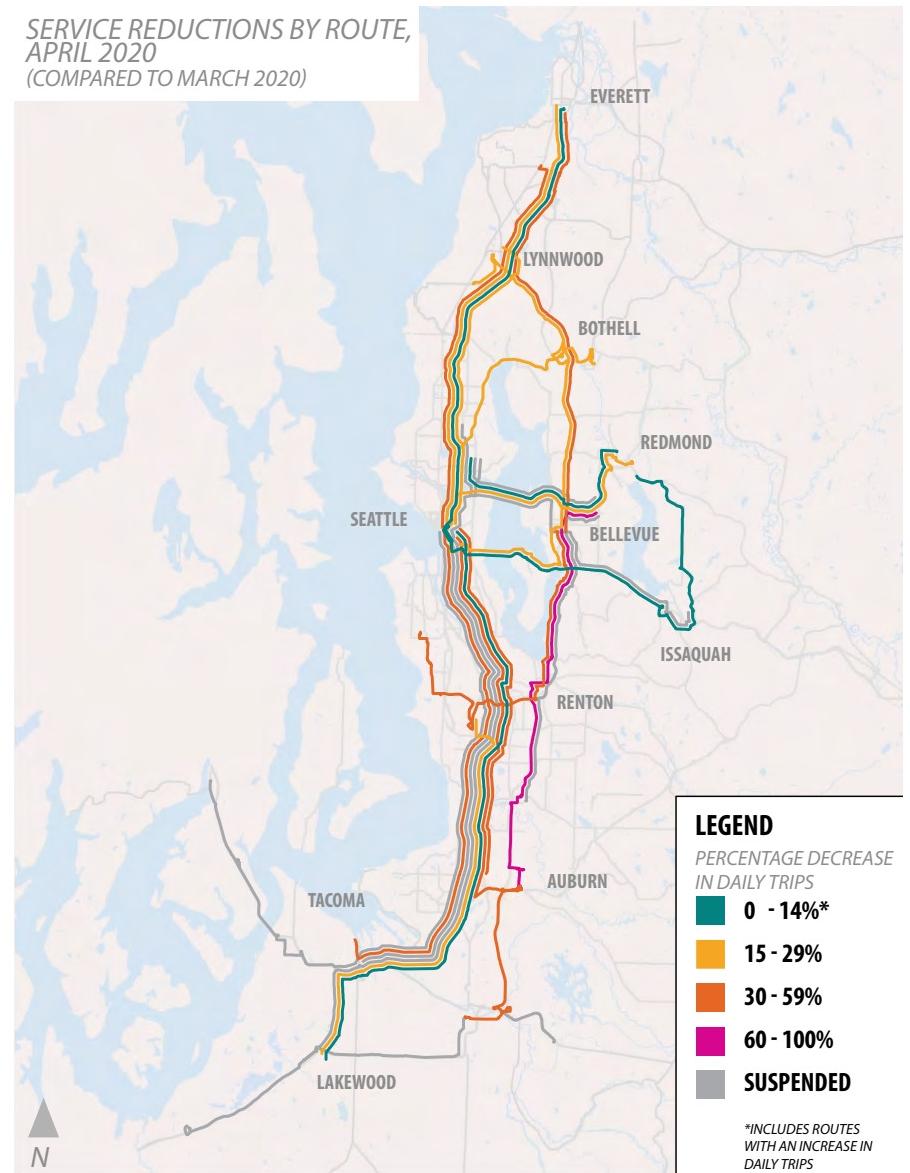
Link, Tacoma Link and Sounder

After Connect 2020, Link service continued to operate every 14 minutes. We subsequently reduced Link light rail service to every 20 minutes in early April and, in mid-April, again reduced service to operate every 30 minutes. As ridership started to show some modest increases in May, we improved Link service to every 20 minutes in June. Tacoma Link has continued to operate at its regular 12-24 minute schedule. We reduced Sounder North service to four daily trips and Sounder South to 14 daily trips.

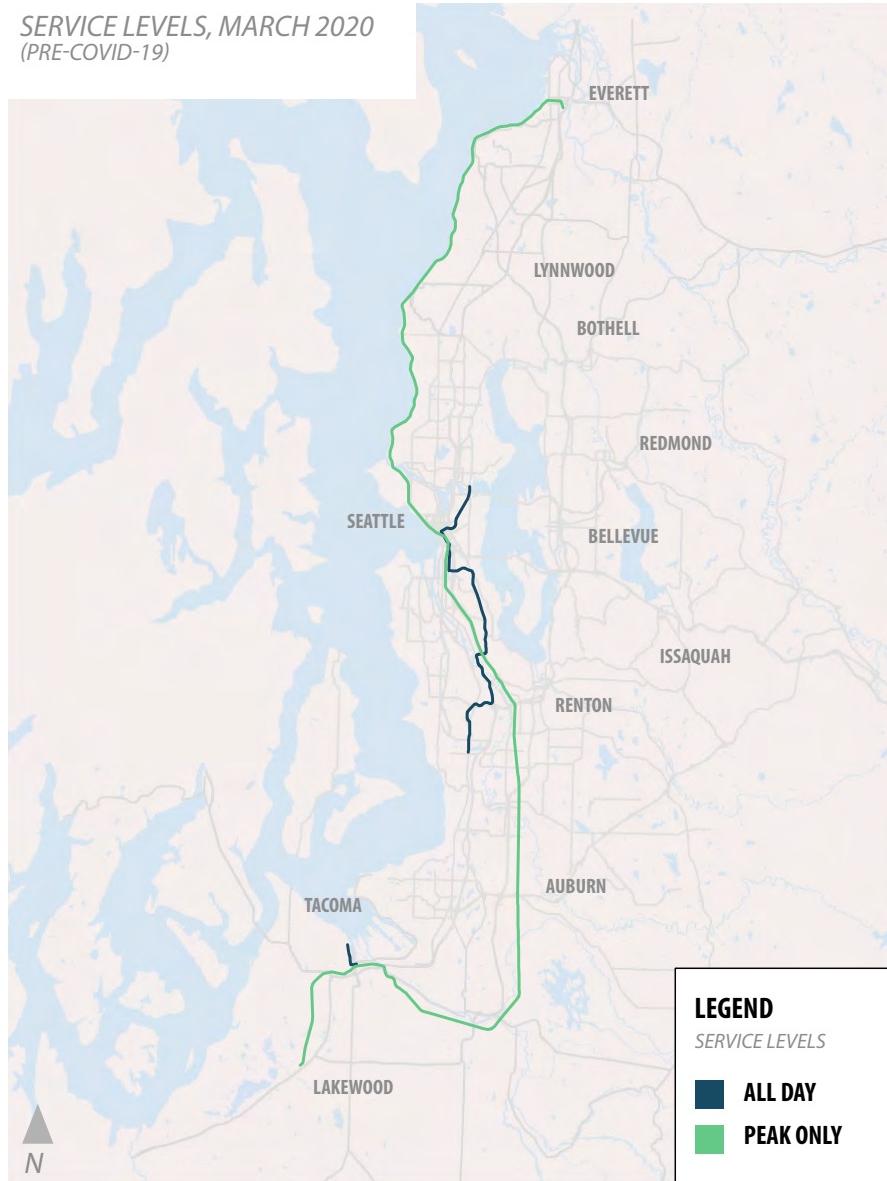
SERVICE LEVELS, MARCH 2020
(PRE-COVID-19)



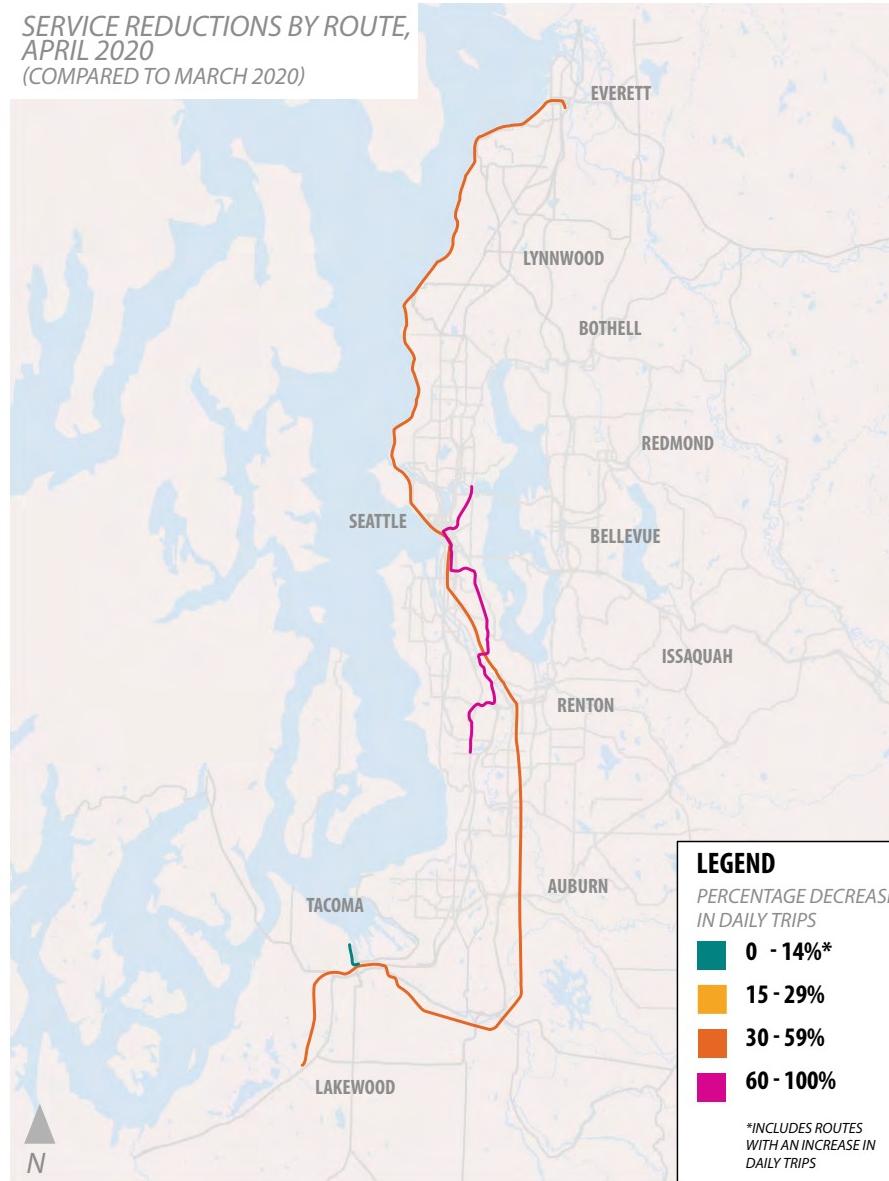
SERVICE REDUCTIONS BY ROUTE,
APRIL 2020
(COMPARED TO MARCH 2020)



SERVICE LEVELS, MARCH 2020
(PRE-COVID-19)



SERVICE REDUCTIONS BY ROUTE,
APRIL 2020
(COMPARED TO MARCH 2020)

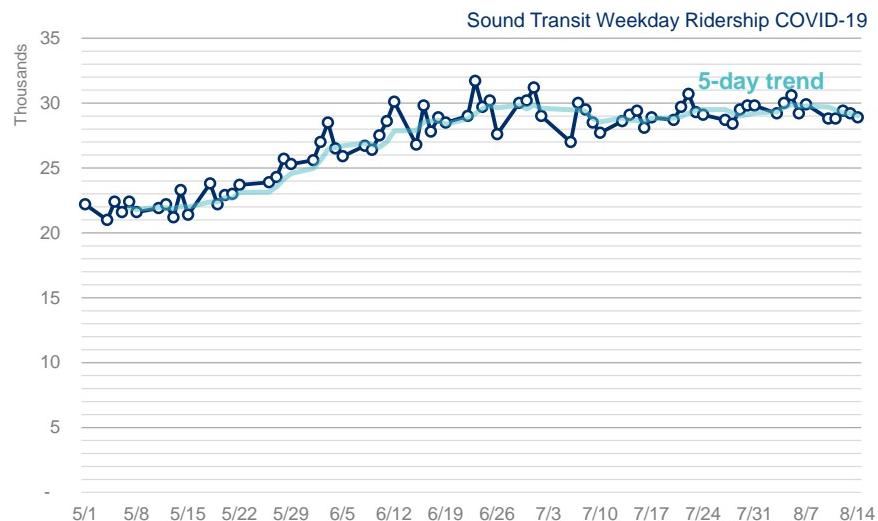


Return to service

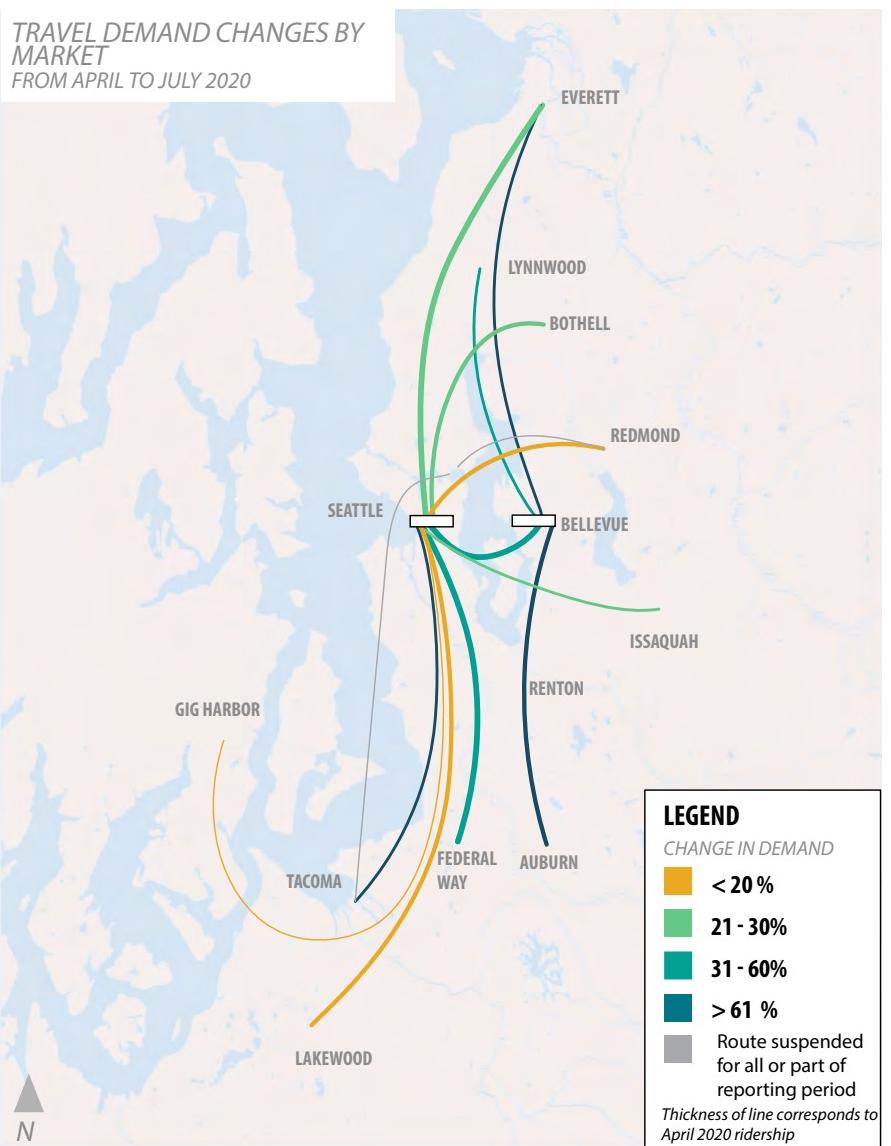
Phased reopening leads to modest return of demand

Travel demand has modestly increased as some industries return to work. Approximately 7,000 more weekday boardings occurred daily in mid-July compared to the lowest point of 21,000 riders in late April and early May.

Construction activity resumed on April 29, and as part of the statewide Safe Start plan, Phase 1 allowed for additional services such as retail curbside pick-up to restart in early May. In June, limited reopening of some industries included in-person dining, retail, personal services and professional services at reduced indoor capacities. This resumption coincided with some modest ridership increases on the network, particularly on ST Express routes serving Pierce and South King counties and on some Snohomish County routes.



TRAVEL DEMAND CHANGES BY MARKET
FROM APRIL TO JULY 2020



Service additions to meet new travel patterns

As ridership started to modestly rebound, some routes exceeded social distancing capacity limits that capped the number of passengers per vehicle. We adjusted service in summer 2020 and again with the September 2020 service change to address routes that approached or exceeded capacity limits. The service planning team utilized the following criteria to identify routes most in need of trip restorations.

Decision-making criteria for service adjustments



Demand

Ridership Trends

Monitor daily ridership by route and trip.

Anticipated demand

Use information from employers about return-to-work plans.

Essential workers

Increase access for workers where teleworking is not an option.



Capacity

Financial Responsibility

Identify opportunities to maximize efficiency and productivity.

Fleet availability

Identify vehicle types available, janitorial staffing levels and assignments by day by route.



Safety

Social Distancing

Make every effort to follow health department guidance on social distancing and policies established by operating partners.



Equity

Title VI

Prioritize preserving services for low income, minority and limited-English proficiency populations.

Transit reliant

Prioritize services for populations with disabilities and without access to vehicles.

Service restorations in summer 2020

Sound Transit added trips in late May to accommodate the modest growth in ridership. In addition, we restored several routes that had been suspended at the beginning of the stay-at-home order. With the restoration of routes 592 (DuPont-Seattle), 595 (Gig Harbor-Seattle) and 596 (Bonney Lake-Sumner), ST Express was covering all areas that were previously served pre-pandemic, although with some routes still suspended, some trips required a transfer.

With capacity restrictions in place to ensure social distancing, we restored

some trips to accommodate the growth in ridership. In May we restored several trips on routes 578 (Puyallup-Seattle), 574 (Lakewood-SeaTac) and 590 (Tacoma-Seattle) to minimize the number of pass-ups, however, given the social distancing capacity restrictions, pass-ups continued to be a challenge through the summer.

As our partner agencies changed their networks due to similar operating constraints, some ST Express routes began to serve stops that are normally bypassed along shared corridors. On routes 522 (Woodinville-Seattle) and 550 (Bellevue-Seattle), ST Express buses began to serve local stops where suspended King County Metro services would previously stop. Similarly, local routes that ran parallel service with suspended ST Express services, such as King County Metro Route 271 (Issaquah-U District) for ST Express 555/556 (Issaquah-Northgate), maintained connections for passengers.

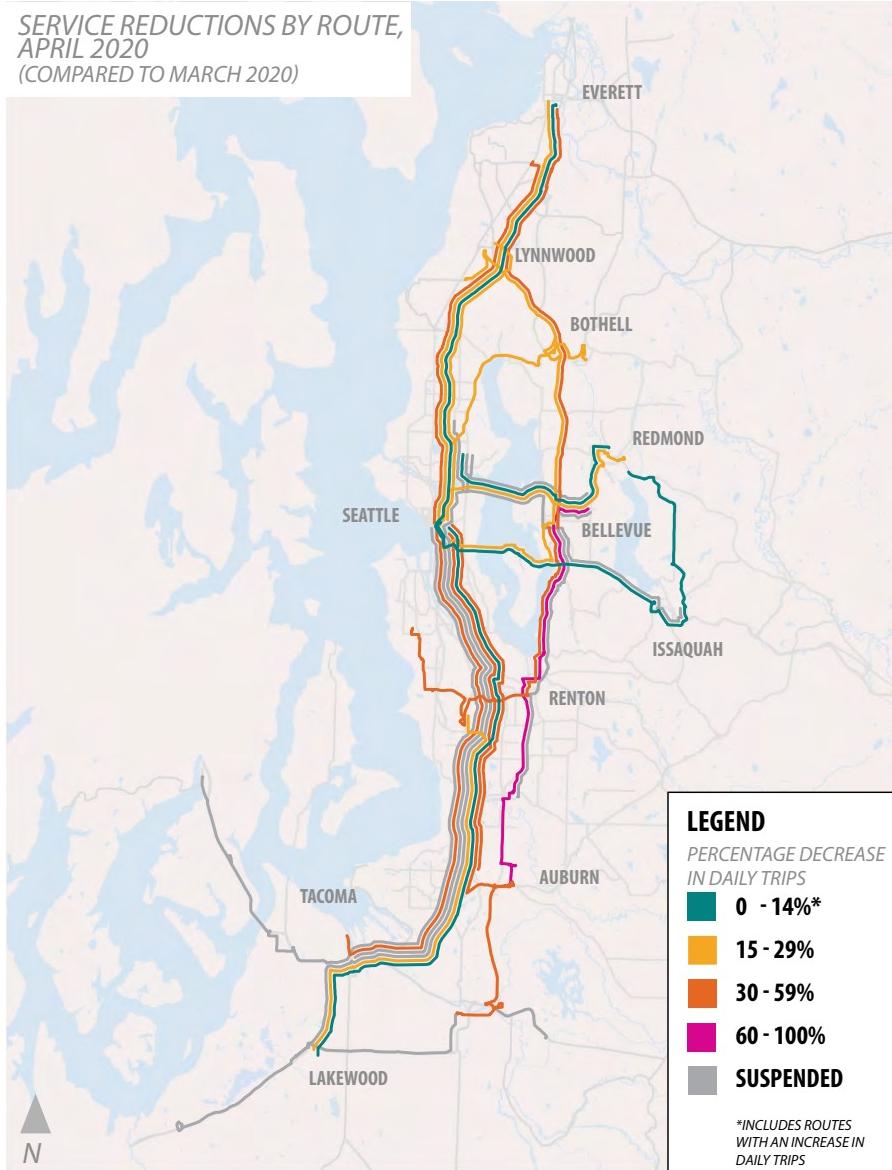
September 2020 service change

The [September 2020 service change](#) includes some minor adjustments to the reduced schedule implemented earlier in the summer, restoring trips on routes where a high number of trips reached social distancing capacity limits. In particular, we added trips to routes 578 (Puyallup-Seattle) and 590 (Tacoma-Seattle) to accommodate returning ridership and to reduce the number of trips approaching capacity.

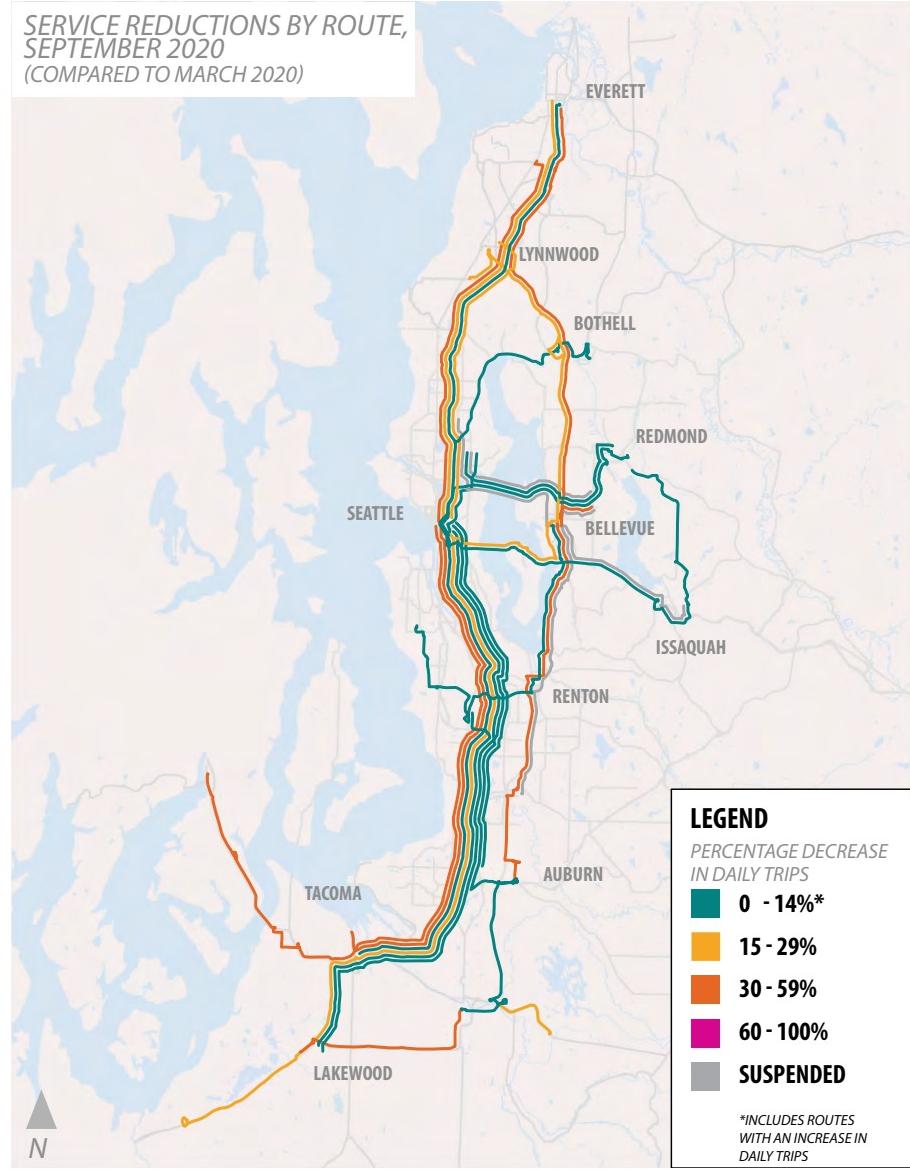
Link light rail service will operate at an 8-minute frequency during the peak periods, and 15 minutes during the off-peak, a significant increase in service compared to the 20 minute service that operated throughout the summer. Finally, a change in the Sounder service schedule changed which trains were operating. Although the span of service was changed, four more one-way trips were able to be added while minimizing the impacts of increased operating expenses, concentrating service primarily in the peak direction and during the peak periods.



SERVICE REDUCTIONS BY ROUTE,
APRIL 2020
(COMPARED TO MARCH 2020)



SERVICE REDUCTIONS BY ROUTE,
SEPTEMBER 2020
(COMPARED TO MARCH 2020)



Ongoing monitoring

Predicting ridership changes, economic recovery and available resources into 2021 and 2022 will be an ongoing challenge given the changing nature of the COVID-19 pandemic. Sound Transit will continue to be flexible on adjusting services as condition changes. Due to the social distancing capacity limits on buses, even a small increase in ridership without additional trips may cause issues with buses becoming full and not being able to pick up more passengers.

Continued monitoring of ridership since the beginning of the COVID-19 pandemic has allowed the service planning team to address the issues of overcrowded trips between service changes. For example, overcrowding on the first morning trips of Route 574 (Lakewood-SeaTac), frequently used by airport employees, led to a decision to add “shadow buses,” which operate between regularly scheduled trips. In addition, tracking the

number of at-capacity trips leaving Tacoma Dome Station on Route 590 in the early morning informed the decision to add five shadow trips before the September service change, with a total of eight additional trips being formalized as part of the September service change.

Sound Transit will continue to adjust service as the conditions change, using the same framework and decision-making criteria established when implementing trip increases in summer and the September service change.



Adopted 2021 Service Plan

2021 Service planning and outreach process

Timeline

The 2021 Service Plan was adopted by the Board of Directors in November 2020. Prior to Board adoption, Sound Transit solicited public input on this plan in September 2020 and staff revised proposals based on feedback, which are reflected in this document. Service changes occur alongside our partner agencies in March and September 2021. However, staff continue to monitor our systemwide performance and may make minor service changes which are not reflected here as needs and conditions change.



Planning context and priorities

Background

Typically, Sound Transit seeks approval from the Board for major service changes as part of the annual Service Plan process. However, in spring 2020, when the COVID-19 pandemic led to precipitous ridership declines and staffing shortages, Sound Transit made emergency service reductions outside of its normal process, suspending some routes and reducing service on many others. The Federal Transit Administration allows for emergency changes to service for situations like this, but after one year, a formal Board action and public involvement process is required in order to continue those service levels. As we anticipate the impacts of the pandemic to continue into 2021, we adopted a 2021 Service Plan that sustains current service levels past the original one-year grace period. This 2021 Service Plan seeks to formalize the changes through the typical Board approval process beginning with the next scheduled service change in March 2021.

Sustaining essential 2020 service and responding to ridership recovery

Following steep ridership declines and emergency service reductions caused by the COVID-19 pandemic, some riders are beginning to return to transit, and we're adding service back in response. We've prioritized our all-day, all-week travel markets and have added service where it's needed to support equitable access, social distancing and essential trips. In September 2020, we implemented a service change that restored some of the service that had been reduced in the spring.

It's our goal to continue to stably operate these service levels through March 2021, when we and other transit operators around the region make our next formal service changes.

Having stabilized our service levels and schedules for the time being, we're now turning our attention to what levels of service to run beyond March as we build our budget for 2021.

With our operating partners, we're looking carefully at where our services are most needed and where we can anticipate increases in demand while prioritizing riders who depend on our transit service. We expect most changes to be neutral or an improvement compared to the emergency service levels implemented in March and April 2020.

2021 plans will evolve and respond to changing conditions

Although ridership drops in March 2020 were steep and sudden, we anticipate a slow and incremental recovery. As many employers continue to offer employees flexible and remote work options and riders continue to limit nonessential travel, we expect ridership patterns throughout 2021 to remain fundamentally different than before the pandemic. We've already seen demand shift away from corridors that historically had the highest ridership and toward corridors with more low-income populations and essential workers. Thus our service must be designed to respond to new patterns and new demands, in addition to reduced fare revenue from lower ridership overall.

The pandemic and ensuing economic slowdown have been unprecedented, and predicting ridership changes, economic recovery and resource availability into 2021 and 2022 will be difficult. We will need to be flexible in order to respond to unpredictable conditions, such as passenger demand, heightened health and safety regulations, or financial impacts. We still do not know how social distancing needs may change or when major employers and schools will resume meeting in-person.

The Sound Transit Board will approve baseline service levels beginning in March 2021. After that, Sound Transit services are subject to the possibility of further increases or decreases based on changing circumstances. Changes may include additional service in response to increased demand or fare revenue, emergency reductions if the pandemic resurges, or more significant cost-saving measures. Many changes will be temporary, but major changes will still require Board approval and be implemented as part

of the regular March and September biannual service changes.

We'll consider restoring currently suspended routes if consistent ridership increases justify adding more service to increase passenger capacity and facilitate social distancing. As ridership increases and if additional funding becomes available, then we will first consider for restoration those service suspensions that have resulted in a disparate impact or disproportionate burden.

Sound Transit remains committed to working closely with our partners to continue serving the public. We will continue efforts to prioritize serving riders who depend on Sound Transit's services, including seniors, people with disabilities, populations protected by Title VI (on the basis of race, color, national origin), low-income populations and those with limited proficiency in English. To the greatest extent possible, we will continue to prioritize span of service, running trains and buses at our earliest and latest normal weekday hours.

Balancing service growth with need for cost containment

Prior to the pandemic, we knew that a key constraint in our 2021 service plan would be achieving significant cost savings to offset costs from the new Northgate Link Extension and Link Operations and Maintenance Facility East, which will help accommodate longer trains and more service with the opening of the new extension. We've long planned to restructure some of our services when Northgate Link opens in September 2021, in order to better connect with Link and leverage the new service to save costs for bus operations.

In addition to this constraint, we now also face reduced fare and tax revenue as a result of the pandemic. Consequently, we must work to contain our costs in 2021 and beyond while striving to restore service where demand is highest.

2021 service design

Between the pandemic recovery and the opening of Northgate Link Extension, Sound Transit services will experience different types of changes in 2021. Following are some overarching themes that drove service design.

All service changes listed below were refined and updated based on public input during the September outreach phase. See the end of this section for a full list of service changes to be adopted in 2021.

Focus on dependable and sustainable service

Passengers have expressed a need for dependable, safe and clean service that avoids unexpected disruptions. To maintain a system customers can count on, at a minimum we'll provide service every 30 minutes or better on routes that operate all day and all week. We've administered surveys to understand how our riders receive information so we can keep everyone informed of changes when they do occur.

Prioritize equity

Carefully considering the impacts of a service change is an important part of service plan development. When proposing changes, we prioritize a network that's dependable all day and all week, with special focus on routes serving low-income and minority populations, as we know that many passengers who rely most on transit ride outside of peak commuting hours. The pandemic has highlighted the importance of essential workers, many of whom rely on transit.

The Federal Transit Administration (FTA)-required Title VI analysis documents how changes implemented since February 2020 impact minority and low-income populations. Where we've identified disparate impacts and disproportionate burdens, we've considered alternatives for each change and explain why we think the change is justified and is the least discriminatory alternative. We always collect public input on major service changes as well. After reviewing public input, we'll potentially adjust our proposal where we have flexibility and will then finalize the

analysis prior to Board adoption.

Our goal is to protect equity in each step of the delivery of bus service through:

- Minimizing loss in geographic coverage and service span.
- Maintaining the existing network to the extent possible, particularly routes that serve essential workers for whom teleworking is not an option.
- Focusing reductions on peak trips, so that off-peak headways are preserved.
- Maintaining all-day, two-way routes.
- Reducing commuter-oriented peak service where there is a local alternative in order to reallocate resources to where they're most needed.

The next section provides a Title VI service equity evaluation of all major service changes in 2021.

Right-size to demand and restore service where possible

With low commute ridership, we'll continue the suspension of many rush-hour services, including some rush-hour trips and several peak-only routes. With a focus on maintaining all-day, all-week regional service in all travel markets, our service design responds to changing regional travel patterns. At the same time, we're preparing to add service where it's most needed when ridership increases and as resources become available.

Northgate Link opening drives service restructure

In September 2021, the 4.3-mile Northgate Link Extension will bring three new stations (Northgate, Roosevelt and the U District) to North Seattle and offer new connections to passengers around the region. When

the extension opens, Link will improve headways to operate every 8 minutes during peak periods, every 10 minutes during the midday and on weekends, and every 15 minutes during the evenings.

Sound Transit has been planning for the Northgate Link opening alongside our partners Community Transit and King County Metro for several years. When Northgate Link opens, we'll re-route some ST Express routes to feed the expanded Link system at Northgate, Roosevelt and U District Stations.

The opening presents an opportunity to reduce bus operating costs by terminating trips from Snohomish County at Northgate, while allowing customers to avoid traffic by transferring to Link.

Consider public input

Passenger and community feedback is a part of every annual Service Plan process. This year the public involvement process helped Sound Transit understand how recent changes have affected riders and whether these changes met their needs in light of the COVID-19 pandemic. We'll continue to consider public input alongside ridership and demographic data to ensure that the service changes serve passengers to the greatest extent possible.

What changes mean for passengers

Frequency and span preserved on key regional routes

Some peak-hour express routes, including routes 541, 544 and 567, remain suspended. Suspending these routes, which had experienced steep ridership drops after March 2020, allows Sound Transit to reinvest those resources into other routes on those corridors. In doing so, we can preserve the span and frequency on routes that riders depend on the most while providing travel alternatives to affected riders.

Longer walks and travel times for some journeys

Passengers who ride routes that are currently suspended have other travel options, but they will likely result in longer travel times and walking distances to and from stops. In some cases, alternate travel options will involve transferring between two buses or trains and may include riding local transit services provided by partner agencies.

Longer waits on routes with reduced frequency

Though we've improved service on many routes since the first emergency service reductions, riders returning to transit for the first time since the pandemic began will find that service levels are lower than they were pre-COVID-19. Riders may find that they have longer waits on most routes and will need to adjust to new schedules.

Route restructures leverage new options

Passengers on some routes will find that their journeys have fundamentally changed due when Northgate Link opens. In order to leverage this new service and avoid duplicative service, some routes that previously traveled on the I-5 corridor north of Seattle will terminate at a new light rail station to connect to Link. Passengers will need to transfer to continue their journeys.

Summary of changes

The pandemic's impact drives one of the most significant changes to Sound Transit's network of rail and express bus services. The next three pages list upcoming service levels and changes to routing for both the March 2021 and September 2021 service changes. Major service

changes, such as moving a stop more than half a mile, closing a stop without alternative service within half a mile, or changing a route's service hours by more than 25%, all require a Title VI Service Equity Analysis and Sound Transit Board approval.

Public input

In September, Sound Transit conducted online outreach regarding the proposed 2021 Service Plan changes. Online engagement included a survey that ran from September 4 – 25, 2020. The survey received a total of 1,902 survey responses (which included 630 partially completed surveys). The survey was offered in six (6) other languages, including Traditional Chinese, Simplified Chinese, Korean, Russian, Tagalog and Spanish, with a total of 40 responses to the in-language surveys. The survey included questions about current and anticipated future transit use as well as open-ended questions about the clarity of the information in the service plan, what people thought about the service plan changes and impacts to riders' transit use during COVID-19. Themes on specific route concepts are available in the corridor profiles section, and further detail on survey responses are available in the Appendix.

Key take-aways

Transit use due to COVID-19 pandemic:

- 44% didn't ride transit before or no longer use transit.
- 56% use transit less frequently or have no change in transit use.

Post-pandemic ridership:

- 71% of current riders will use transit the same as today or potentially more.
- About 46% of non-riders will use transit to go to work a few days a week or much less often.

General themes

- About 15% of respondents did not feel that the originally proposed 2021 Service Plan would meet their travel needs.
- The service plan changes were understandable, but there was too much information and people didn't have time to read it. Maps and a summary could make it more understandable.
- Preference for direct routes (minimize waiting at stations, accessibility concerns with transfers, preference for shorter transit trips).
- Excitement about light rail and request for more frequent light rail service.
- Concern about COVID (concern about safety of riding today, challenge of planning for the future, concern about crowded transit post-pandemic).
- Interest in not cutting existing transit service/routes.

General themes heard from current riders

- Less frequent service during pandemic has made transit feel less reliable. People need to adjust their personal schedules or are consistently late to work. Suggestions to increase non-peak hour transit options. Acknowledgement that people that do not have other transportation options are hard-hit by service reductions during pandemic.

General themes heard from not-current riders

- Key reason for change in transit use: people are making fewer trips, teleworking, etc.
- Less frequent service during pandemic has made transit feel less reliable, people that have cars often choose to drive.

Route	March 2021- September 2021 service changes	September 2021-March 2022 service changes	Requires service equity analysis & Board approval
510	Continue reduced service levels from 42 to 30 daily trips.	Add stop at Mountlake Terrace Freeway Station, no change in service levels.	Yes
511	Continue reduced service levels from 38 to 28 daily trips.	Re-route to Northgate Link Station, coordinate schedule with Route 513.	Yes
512	Maintain full service.	Re-route to Northgate Station and discontinue stop at NE 145th St.; no change in service levels.	Yes
513	Continue reduced service levels from 20 to 12 daily trips.	Re-route to Northgate Link Station, add stops at Lynnwood Transit Center and Ash Way Park-and-Ride, increase service levels.	Yes
522	Continue reduced service levels from 109 to 98 daily trips.	Re-route to Roosevelt Station. Route operates 15 minutes all day, including weekends.	Yes
532	Continue reduced service levels from 41 to 20 daily trips.	Continue reduced service levels from 41 to 20 daily trips.	Yes
535	Continue reduced service levels from 65 to 46 daily trips.	Continue reduced service levels from 65 to 46 daily trips.	Yes
541	Continue service suspension.	Continue service suspension.	Yes
542	Continue reduced service levels from 90 to 81 daily trips.	Continue reduced service levels from 90 to 81 daily trips. Re-route to U District Station, route operates between Redmond and U District only.	Yes
544	Continue service suspension.	Continue service suspension.	Yes
545	Continue reduced service levels from 185 to 163 daily trips.	Continue reduced service levels from 185 to 163 daily trips.	No
550	Continue reduced service levels from 181 to 167 daily trips.	Continue reduced service levels from 181 to 167 daily trips.	No
554	Maintain full service.	Maintain full service.	No
555	Continue service suspension.	Restore service. Route would operate between Bellevue and the U-District Link station. UPDATED: Continue service suspension.	Yes
556	Continue service suspension.	Restore service. Route would operate between Issaquah and the U District Link station.	Yes
560	Maintain full service.	Maintain full service.	No
566	Continue reduced service levels from 54 to 38 daily trips.	Continue reduced service levels from 54 to 38 daily trips.	No
567	Continue service suspension.	Continue service suspension.	Yes
574	Maintain full service.	Maintain full service.	No

Route	March 2021- September 2021 service changes	September 2021-March 2022 service changes	Requires service equity analysis & Board approval
577	Continue full service with schedule adjustment to coordinate with Route 578.	Continue full service with schedule adjustment to coordinate with Route 578.	No
578	Continue increased service levels from 55 to 62 daily trips, with additional afternoon rush hour southbound service.	Continue increased service levels from 55 to 62 daily trips, with additional afternoon rush hour southbound service.	No
580	Continue reduced service levels from 23 to 20 daily trips.	Continue reduced service levels from 23 to 20 daily trips.	No
586	Continue reduced service levels from 16 to 14 daily trips. UPDATED: Add stop at Federal Way Transit Center	Discontinue route with Link extension to Northgate. Shift some saved resources to Route 590 to provide additional trips. UPDATED: Add stop at Federal Way Transit Center	Yes
590	Adjust reduced service levels from 76 to 70 daily trips. Supplement with 6 trips service Tacoma Dome to Seattle on Route 595.	Continue reduced service levels at 70 daily trips. Supplement with 6 trips service Tacoma Dome to Seattle on Route 595.	No
592	Continue reduced service levels from 31 to 24 daily trips.	Continue reduced service levels from 31 to 24 daily trips.	Yes
594	Maintain full service.	Maintain full service.	No
595	Continue reduced service levels from 10 to 6 daily trips. Add new stop at Tacoma Dome Station.	Continue reduced service levels from 10 to 6 daily trips. Continue stop at Tacoma Dome Station added in March 2021.	Yes
596	Continue reduced service levels from 19 to 16 daily trips.	Continue reduced service levels from 19 to 16 daily trips.	No
Link	On weekdays, trains operate every 8 minutes during the morning and afternoon rush hours, every 15 minutes during the early morning, midday and early evening, and every 30 minutes late at night. On weekends, service operates every 15 minutes during the day and every 30 minutes late night.	Service to Northgate begins, improve midday and weekend frequency to every 10 minutes, improve late night frequency to every 15 minutes	Yes
Sounder North	Continue reduced service levels from 8 to 4 daily trips.	Continue reduced service levels from 8 to 4 daily trips.	Yes
Sounder South	Continue reduced service levels from 26 to 18 daily trips focused on rush hour commute, reduce the number of midday trips.	Continue reduced service levels from 26 to 18 daily trips focused on rush hour commute, reduce the number of midday trips.	Yes
Tacoma Link	Maintain full service.	Maintain full service.	No

Title VI analysis

Introduction

As part of the annual Service Plan, Sound Transit conducts a service equity analysis on each proposed major service change. This analysis, also known as a Title VI evaluation, ensures that changes to transit service are consistent with Title VI policies defined by the Federal Transit Administration and Board policies defined by the Sound Transit Board of Directors. The FTA is responsible for ensuring that federally supported transit services and related benefits are distributed in a manner consistent with Title VI, Section 601 of the Civil Rights Act of 1964, which states:

No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

This section provides an initial assessment of potential impacts to minority, low income and limited English-proficiency communities associated with the major service changes, both in terms of the actual service change as well as fare equity.

More detailed information can be found in the Appendix at the end of this document.

Overview of service change Title VI analysis results

In developing service plans for 2021, Sound Transit proposes two distinct groups of service changes, each requiring a full Title VI analysis of the adverse impacts on minority and low-income populations. The first group of changes proposes continuing temporary COVID-19 service changes and reductions indefinitely. The second group of changes considers how to restructure ST Express and Link service when the Northgate Link light rail extension opens in fall 2021, providing the region with three new stations in north Seattle (U District, Roosevelt and Northgate).

Given the scale of service changes and reductions, they affect many routes serving minority and low-income populations. This analysis, in coordination with public outreach, guided the next steps for planning the final 2021 service plan. The following table summarizes all major service changes evaluated for disparate impacts and/or disproportionate burdens. Additional evaluation of the impacts, benefits and reasoning for each

service change can be found in the route-by-route service change section of this document, with the methodology for the Title VI analysis found in the Appendix.

Route	Proposed service change evaluated	Disparate impact	Disproportionate burden	Reasoning for proposal
Changes requiring Title VI service equity analysis & Board approval				
510	March 2021: Continue reduced service levels from 42 to 30 daily trips. September 2021: Add stop at Mountlake Terrace Freeway Station, no change in service levels.	No	Yes	Reduced rush hour demand. Adding the stop allows passengers to transfer between I-5 North routes to choose between a bus-trip or bus-Link trip to downtown Seattle.
511	March 2021: Continue reduced service levels from 38 to 28 daily trips. September 2021: Re-route to Northgate Link Station, coordinate schedule with Route 513.	No	No	No disparate impact of disproportionate burden
512	March 2021: Maintain full service. September 2021: Re-route to Northgate Station and discontinue stop at 145th St.	No	Yes	Provides access to all Link stations, more reliable travel time during rush hour.
513	March 2021: Continue reduced service levels from 20 to 12 daily trips. September 2021: Re-route to Northgate Link Station, add stops at Lynnwood Transit Center and Ash Way Park-and-Ride, increase service levels.	No	Yes	Provides access to all Link stations, more reliable travel time during rush hour.
522	March 2021: Continue reduced service levels from 109 to 98 daily trips. September 2021: Re-route to Roosevelt Station, operate every 15 minutes all-day, including weekends.	No	No	No disparate impact of disproportionate burden
532	Continue reduced service levels from 41 to 20 daily trips.	No	No	No disparate impact of disproportionate burden
535	Continue reduced service levels from 65 to 46 daily trips.	No	No	No disparate impact of disproportionate burden
541	Continue service suspension.	Yes	No	Reduced rush hour demand. Route 542 available as alternative.
542	March 2021: Continue reduced service levels from 90 to 81 daily trips. September 2021: Re-route to U District Station, route operates between Redmond and U District only.	No	No	No disparate impact of disproportionate burden
544	Continue service suspension.	Yes	No	Reduced rush hour demand; all-day Route 545 available as alternative.
555	March 2021: Continue service suspension. September 2021: Route would operate between Issaquah and the U-District Link station. UPDATED: Continue service suspension	No	No	No disparate impact of disproportionate burden

Route	Proposed service change evaluated	Disparate impact	Disproportionate burden	Reasoning for proposal
Changes requiring Title VI service equity analysis & Board approval				
556	March 2021: Continue service suspension. September 2021: Route would operate between Issaquah and the U District Link station.	No	No	No disparate impact of disproportionate burden
567	Continue service suspension.	Yes	Yes	Reduced rush hour demand.
586	March 2021: Continue reduced service levels from 16 to 14 daily trips. September 2021: Discontinue route with Link extension to Northgate. Shift some saved resources to Route 590 to provide additional trips. UPDATED: March 2021: Add stop at Federal Way Transit Center. September 2021: Continue March 2021 service levels	Yes	Yes	Link will cover areas served by Route 586, riders accessing UWS and points north can use Routes 590, 594 or Sounder and transfer to Link. Increased reliability by transferring to Link.
592	Continue reduced service levels from 31 to 24 daily trips.	Yes	Yes	Reduced rush hour demand.
595	Continue reduced service levels from 10 to 6 daily trips. Add new stop at Tacoma Dome Station.	No	Yes	Provides more capacity for passengers at Tacoma Dome Station.
Link	March 2021: On weekdays, trains operate every 8 minutes during the morning and afternoon rush hours, every 15 minutes during the early morning, midday and early evening, and every 30 minutes late at night. On weekends, service operates every 15 minutes during the day and every 30 minutes late night. September 2021: Service to Northgate begins, continue service frequencies from March 2021, (UPDATED) improve midday and weekend frequency to every 10 minutes, improve late night frequency to every 15 minutes	Yes	Yes	Reduced demand.
Sounder North	Continue reduced service levels from 8 to 4 daily trips.	No	Yes	Low ridership during these trips Alternative ST Express trips available during these times.
Sounder South	Continue reduced service levels from 26 to 18 daily trips focused on rush hour commute, reduce the number of midday trips.	Yes	Yes	Low ridership during these trips. Alternative ST Express trips available during these times.

Route	Proposed service change evaluated	Disparate impact	Disproportionate burden	Reasoning for proposal
<i>Administrative changes do not require a full Title VI equity analysis or Board Approval</i>				
545	Continue reduced service levels from 185 to 163 daily trips.	n/a	n/a	
550	Continue reduced service levels from 181 to 167 daily trips.	n/a	n/a	
554	Maintain full service.	n/a	n/a	
560	Maintain full service.	n/a	n/a	
566	Continue reduced service levels from 54 to 38 daily trips.	n/a	n/a	
574	Maintain full service.	n/a	n/a	
577	Continue full service with schedule adjustment to coordinate with Route 578.	n/a	n/a	
578	Continue increased service levels from 55 to 62 daily trips, including additional southbound service during afternoon rush hour.	n/a	n/a	
580	Continue reduced service levels from 23 to 20 daily trips.	n/a	n/a	
590	Continue reduced service levels from 76 to 61 daily trips. Supplement with 6 trips service Tacoma Dome to Seattle on Route 595.	n/a	n/a	
594	Maintain full service.	n/a	n/a	
596	Continue reduced service levels from 19 to 16 daily trips.	n/a	n/a	
Tacoma Link	Maintain full service.	n/a	n/a	

Overview of fare equity Title VI analysis results

Routes 512 & 513 re-route to Northgate Station

- ORCA
 - No fare difference via ST Express or Link
 - Riders choosing to transfer to Community Transit Commuter Express service at the Mountlake Terrace Freeway Station would pay additional fare, with the amount dependent upon the rider category.
- Adult cash fare to downtown Seattle
 - Current fare = \$3.25
 - \$3.25+\$2.75 if transferring with Link
 - \$3.25+\$3.25 if transferring with ST Express
 - \$3.25+\$4.25 if transferring with Community Transit at Mountlake Terrace Freeway Station

The fare equity analysis determined these changes would result in no disparate impacts or disproportionate burdens. Additional evaluation of the impacts, benefits and reasoning for the service changes can be found in the route-by-route service change section of this document, with the methodology for the Title VI analysis found in the Appendix.

Route 586 elimination

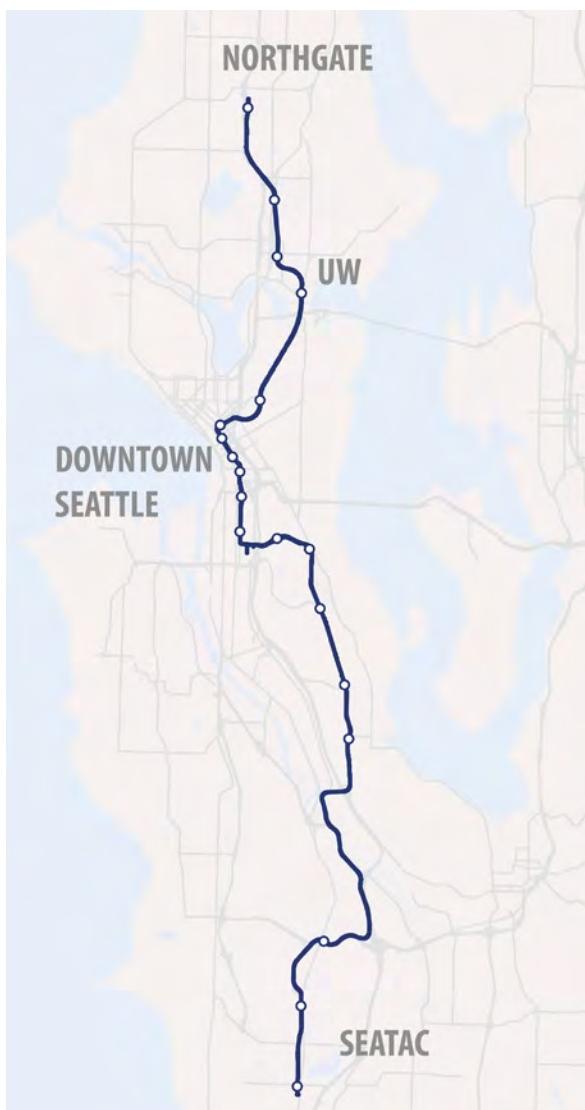
More than 85% of passengers on Route 586 used either the UW U-Pass or an ORCA Business Passport that allows unlimited travel on any mode at any fare. These passengers would not experience a fare change as the result of this service change. Of the remaining 15%:

- Passengers who use ORCA and choose to ride Route 590/594 and transfer to Link will also see no change in fares;
- ORCA customers who choose to ride Sounder and transfer to Link will pay a higher Sounder fare.
- Cash riders on Route 586 will pay a higher fare to transfer from either Sounder or Route 590/594 to Link.

Current Route Map



Future (September 2021)



UPDATED Link: Northgate – Angle Lake

Upcoming Service Changes

- **September 2020:** On weekdays, three-car trains operate every 8 minutes during the morning and afternoon rush hours, every 15 minutes during the early morning, midday and early evening, and every 30 minutes evenings after 10 p.m. On weekends, service operates every 15 minutes during the day and every 30 minutes late evenings after 10 p.m.
- **March 2021 Proposal:** Maintain September 2020 service levels.
- **September 2021 Proposal:** Service to Northgate begins. Improve daytime and weekend service to every 10 minutes, improve evening service to every 15 minutes.

Why are we proposing these changes?

In September 2020, service adjustments were necessary to preserve access throughout our service area and conserve resources as a result of the COVID-19 pandemic.

Link	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do trains run on weekdays?	Early AM	12 min.	15 min.	15 min.	15 min.
	AM Rush	6 min.	8 min.	8 min.	8 min.
	Midday	10 min.	15 min.	15 min.	10 +5 min.
	PM Rush	6 min.	8 min.	8 min.	8 min.
	Evening	10 min.	15 min.	15 min.	15 min.
	Late evening	15 min.	30 min.	30 min.	15 +30 min.
How often do trains run on Saturdays?	All day	10 min.	15 min.	15 min.	10 +5 min.
How often do trains run on Sundays?	All day	10 min.	15 min.	15 min.	10 +5 min.

What did we hear from the public?

- We received over 160 comments involving Link.
- Many comments noted the importance of having well-timed connections for bus routes connecting with Link.
- A substantial number of Link comments expressed concerns around public safety, station access, and overcrowding.
- In comments pertaining to the proposed Link span and frequency, approximately 70% indicated a desire for better service levels. Many respondents wished for improved midday and evening service.
- There were many concerns regarding the potential for overcrowding due to the planned truncations of Sound Transit, King County Metro, and Community Transit bus services at Northgate, Roosevelt, and U District stations.
- Noteworthy comment: *"Link should run a more consistent schedule throughout the day and into the night. Half hourly service on light rail is useless to me. Demand for higher rush hour frequency vs midday is not yet there. Single car trains could be run at night as ridership is low, but I feel you are sacrificing a usable level of nighttime frequency indefinitely."*

What does this mean for riders?

Benefits

- Opening Northgate Link will bring light rail service to three new stations in North Seattle: U District, Roosevelt and Northgate. At Northgate, connections would be available to ST Express buses serving Snohomish County. Connections to communities along SR-522 out to Woodinville would be available at Roosevelt station.

Tradeoffs

- Service will be less frequent.

Title VI evaluation

- Disparate impact - the change impacts an area with a minority population of 54.8%, higher than the Sound Transit District average of 39.7%.
- Disproportionate burden - the change impacts an area with a low-income population of 23.0%, higher than the Sound Transit District average of 16.4%.
- Due to the determination of both a disparate impact and disproportionate burden, results from public input and a review of alternatives will help shape the final proposal.

How has the plan changed since the initial proposal?

Evening service would operate every 15 minutes under the updated proposal. While we currently cannot improve service during the midday and on weekends under the current budget proposal, should financial conditions improve we would prioritize improving service levels during weekday middays and weekends to operate every 10 minutes.

Tacoma Link

Theater District – Tacoma Dome

Current & 2021 Route Map



Tacoma Link: Theater District – Tacoma Dome

Upcoming Service Changes

- **September 2020:** Service continues to operate on weekdays and Saturdays every 12 minutes throughout the day and 24 minutes in the early morning and late evenings as well as all-day Sunday (no change).
- **March 2021 Proposal:** Maintain existing service levels (no change).
- **September 2021 Proposal:** Maintain existing service levels (no change).

Why did we propose no changes?

No changes were proposed for Tacoma Link until 2022 when the Hilltop Tacoma Link Extension opens.

What does this mean for riders?

Service would continue to operate without changes.

Tacoma Link	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do trains run on weekdays?	Early AM	24 min.	24 min.	24 min.	24 min.
	AM Rush	12 min.	12 min.	12 min.	12 min.
	Midday	12 min.	12 min.	12 min.	12 min.
	PM Rush	12 min.	12 min.	12 min.	12 min.
	Evening	24 min.	24 min.	24 min.	24 min.
How often do trains run on Saturdays?	All day	12 min.	12 min.	12 min.	12 min.
How often do trains run on Sundays?	All day	24 min.	24 min.	24 min.	24 min.

What did we hear from the public?

No comments were received on Tacoma Link.

How has the plan changed since the initial proposal?

We made no changes from the initial proposal.



Current & 2021 Route Map



Sounder North: Everett – Seattle

Upcoming Service Changes

- September 2020:** Daily weekday trips reduced from 8 to 4.
- March 2021 Proposal:** Maintain existing service levels.
- September 2021 Proposal:** Maintain existing service levels.

Sounder North AM Southbound	Everett	Mukilteo	Edmonds	Seattle	2021 Adopted
1701	5:45 a.m.	5:56	6:11	6:44	Continue trip suspension
1703	6:15 a.m.	6:26	6:41	7:14	
1705	6:45 a.m.	6:56	7:11	7:44	Continue trip suspension
1707	7:15 a.m.	7:26	7:41	8:14	

Sounder North PM Northbound	Seattle	Edmonds	Mukilteo	Everett	2021 Adopted
1700	4:05 p.m.	4:32	4:47	5:04	Continue trip suspension
1702	4:33 p.m.	5:00	5:15	5:32	
1704	5:05 p.m.	5:32	5:47	6:04	Continue trip suspension
1706	5:35 p.m.	6:02	6:17	6:34	

Why are we proposing these changes?

Ridership since March 2020 has been consistently low. Continuing the suspension of four weekday daily trains would conserve resources while also maintaining some service on the route.

What does this mean for riders?

Passengers would have limited departures to choose from. Alternate options include:

- **Everett - Seattle:** ST Express Route 510
- **Mukilteo - Seattle:** Community Transit Route 417
- **Edmonds - Seattle:** Community Transit Route 416

Title VI evaluation

- No disparate impact - the change impacts an area with a minority population of 35.0%, lower than the Sound Transit District average of 39.7%.
- Disproportionate burden - the change impacts an area with a low-income population of 17.5%, higher than the Sound Transit District average of 16.4%.
- Due to the determination disproportionate burden, results from public input and a review of alternatives will help shape the final proposal.

What did we hear from the public?

Commenters expressed concerns for trip reductions and wished to know when service and frequency would improve in future years

Several noted that increased bus service should not be a substitute for Sounder.

Noteworthy comment: *"Given the reduction in Sounder service, we need better connections between Mukilteo and Lynnwood/Northgate."*

How has the plan changed since the initial proposal?

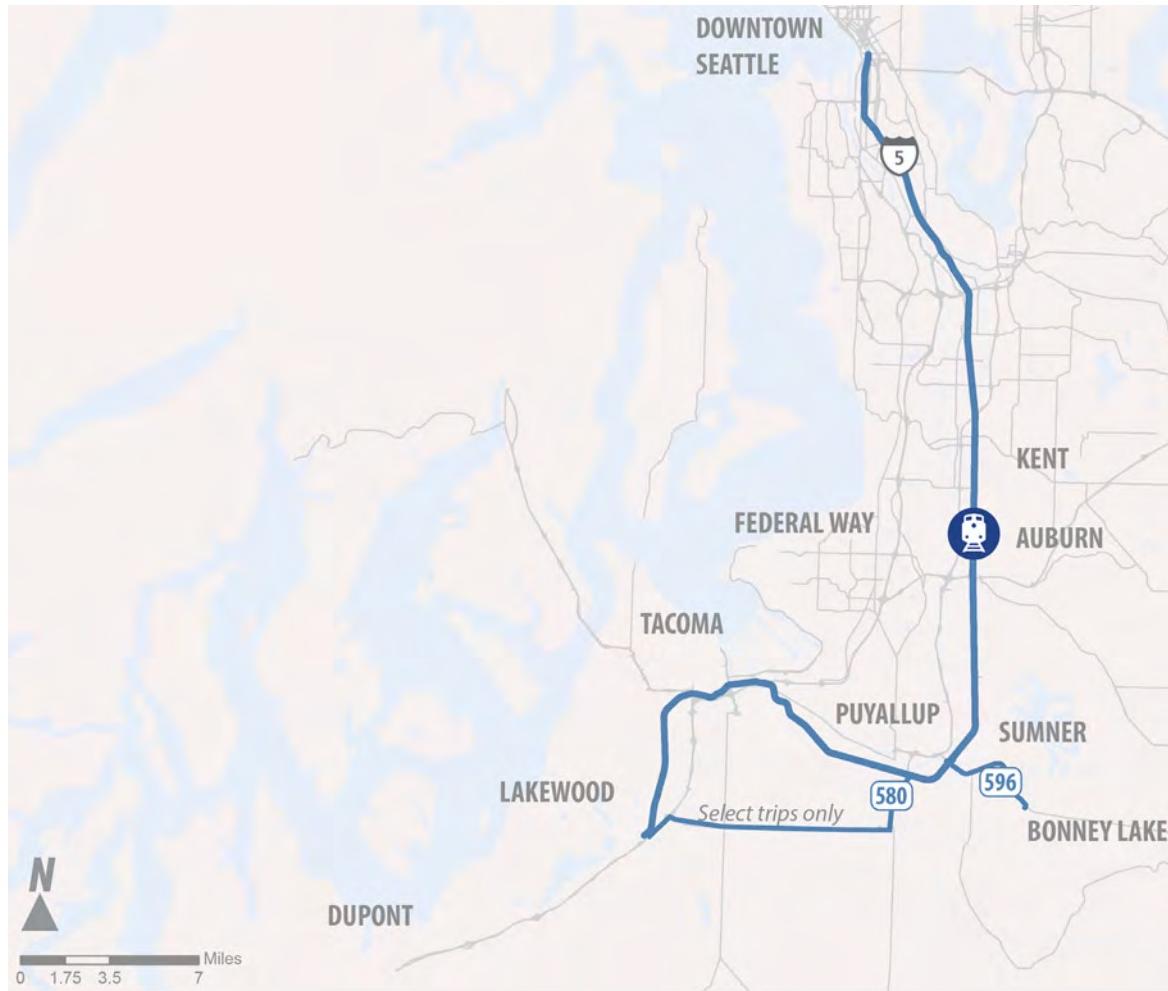
No changes were made from the initial proposal.



Sounder South

Lakewood – Tacoma – Seattle

Current & 2021 Route Map



Sounder South: Lakewood – Seattle

Upcoming Service Changes

- **September 2020:** Daily weekday trips reduced from 26 to 14 in spring 2020. In September 2020, service increased to 18 daily trips, but reduced the number off-peak trips. See table on next page for trip times.
- **March 2021 Proposal:** Maintain September 2020 service levels.
- **September 2021 Proposal:** Maintain existing service levels.

Why are we proposing these changes?

- In response to the COVID-19 pandemic, we reduced Sounder South service in spring 2020 to 14 daily weekday trips. In September, we shifted the trips operating to allow for an additional four daily weekday trips to operate accommodating rebounding ridership.
- Service on ST Express Route 578 (Seattle-Puyallup) increased to operate throughout the afternoon in the southbound direction in order to continue coverage during times that Sounder South is not operating.
- In addition, we restored additional trips on Route 590 (Seattle-Tacoma) in September 2020, primarily in the early morning, and these would operate at higher levels in March 2021.

Train	Lakewood	South Tacoma	Tacoma Dome	Puyallup	Sumner	Auburn	Kent	Tukwila	Seattle	2021 Adopted
1500	4:36 a.m.	4:41	4:50	5:03	5:08	5:18	5:25	5:32	5:52	
1502	5:01 a.m.	5:06	5:15	5:28	5:33	5:43	5:50	5:57	6:17	
1504	5:26 a.m.	5:31	5:40	5:53	5:58	6:08	6:15	6:22	6:42	
1506	5:46 a.m.	5:51	6:00	6:13	6:18	6:28	6:35	6:42	7:02	
1508	6:06 a.m.	6:11	6:20	6:33	6:38	6:48	6:55	7:02	7:22	
1510	6:26 a.m.	6:31	6:40	6:53	6:58	7:08	7:15	7:22	7:42	
1512	6:46 a.m.	6:51	7:00	7:13	7:18	7:28	7:35	7:42	8:02	
1514	-	-	7:20 a.m.	7:33	7:38	7:48	7:55	8:02	8:22	Continue suspension
1516	-	-	7:50 am	8:03	8:08	8:18	8:25	8:32	8:52	
1518	10:16 a.m.	10:21	10:30	10:43	10:48	10:58	11:05	11:12	11:32	Continue suspension
1520	-	-	4:06 p.m.	4:18	4:23	4:33	4:40	4:47	4:07	Continue suspension
1522	-	-	4:30 p.m.	4:42	4:47	4:57	5:04	5:11	5:31	Continue suspension
1524	-	-	5:15 p.m.	5:27	5:32	5:42	5:49	5:56	5:16	

Train	Seattle	Tukwila	Kent	Auburn	Sumner	Puyallup	Tacoma	South Tacoma	Lakewood	2021 Adopted
1501	6:05 a.m.	6:18	6:25	6:32	6:42	6:47	7:06	-	-	Continue suspension
1503	6:35 a.m.	6:48	6:55	7:02	7:12	7:17	7:36	-	-	
1505	7:55 a.m.	8:08	8:15	8:22	8:32	8:37	8:52	9:01	9:11	Continue suspension
1507	2:35 p.m.	2:48	2:55	3:02	3:12	3:17	3:37	-	-	Continue suspension
1509	3:15 p.m.	3:28	3:35	3:42	3:52	3:57	4:17	-	-	Continue suspension
1511	3:35 p.m.	3:48	3:55	4:02	4:12	4:17	4:30	4:39	4:51	
1513	3:55 p.m.	4:08	4:15	4:22	4:32	4:37	4:57	-	-	
1515	4:15 p.m.	4:28	4:35	4:42	4:52	4:57	5:10	5:19	5:31	
1517	4:35 p.m.	4:48	4:55	5:02	5:12	5:17	5:30	5:39	5:51	
1519	4:55 p.m.	5:08	5:15	5:22	5:32	5:37	5:50	5:59	6:11	
1521	5:20 p.m.	5:33	5:40	5:47	5:57	6:02	6:15	6:24	6:36	
1523	5:45 p.m.	5:58	6:05	6:12	6:22	6:27	6:40	6:49	7:01	
1525	6:30 p.m.	6:43	6:50	6:57	7:07	7:12	7:25	7:34	7:46	

What does this mean for riders?

Passengers would have limited departures to choose from. Alternate options include:

- **Everett - Seattle:** ST Express Route 510
- **Mukilteo - Seattle:** Community Transit Route 417
- **Edmonds - Seattle:** Community Transit Route 416

Title VI evaluation

- No disparate impact - the change impacts an area with a minority population of 35.0%, lower than the Sound Transit District average of 39.7%.
- Disproportionate burden - the change impacts an area with a low-income population of 17.5%, higher than the Sound Transit District average of 16.4%.
- Due to the determination disproportionate burden, results from public input and a review of alternatives will help shape the final proposal.

What did we hear from the public?

There were several negative comments about the suspension of the southbound 2:35 PM trip.

Generally speaking, riders commented desire for a frequent and lengthy span of service as possible.

Others felt bus service was not a suitable substitute for reduced Sounder levels.

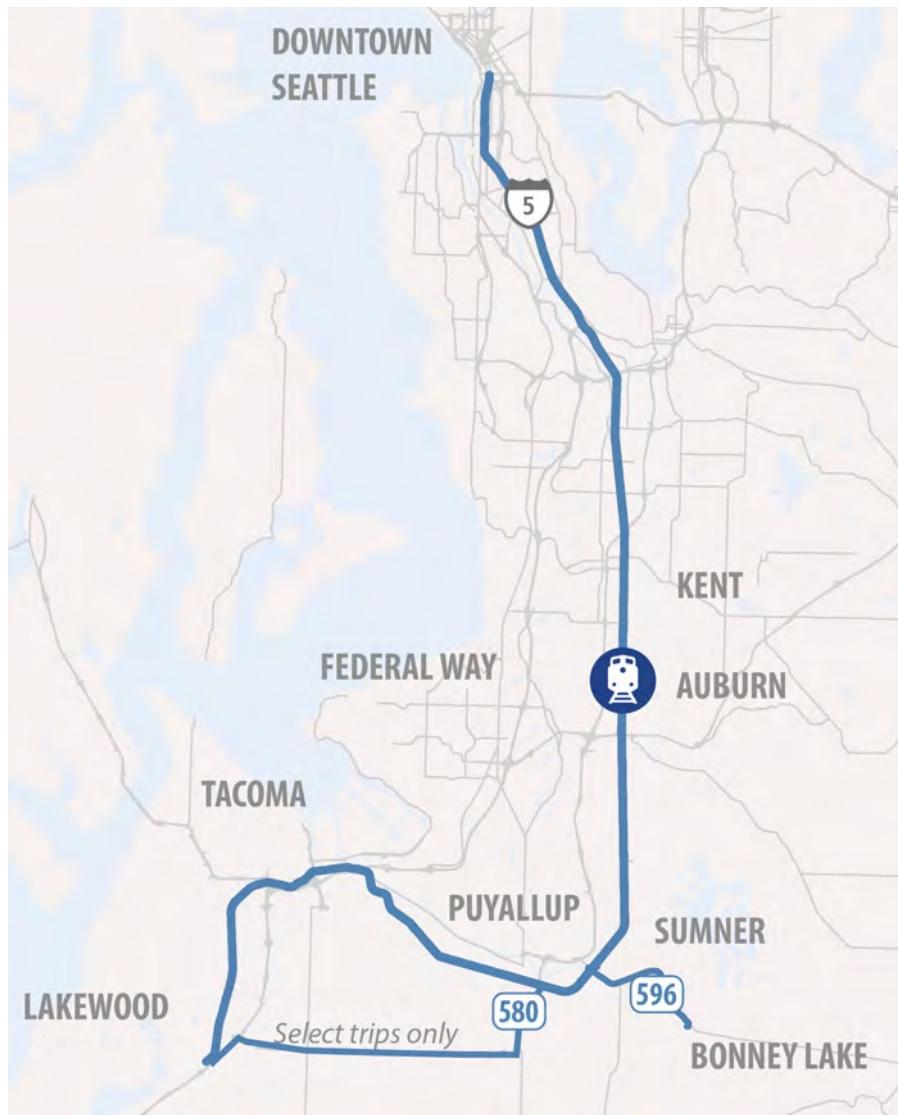
How has the plan changed since the initial proposal?

No changes were made from the initial proposal.

Routes 580/596

Sounder Connectors (Puyallup, Sumner)

Current & 2021 Route Map



Route 580 (Rush hour only): Lakewood/South Hill – Puyallup

Upcoming Service Changes

- September 2020: Daily weekday trips were reduced from 23 to 20.
- March 2021 *Proposal*: Maintain September 2020 service levels.
- September 2021 *Proposal*: Maintain September 2020 service levels.

Route 580	Time of Day	March 2020	September 2020	2021 Adopted
How often do buses run on weekdays?	Early AM	30 min.	30 min.	30 min.
	AM Rush	20 min.	20 min.	20 min.
	PM Rush	20 min.	20 min.	20 min.

Route 596 (Rush hour only): Bonney Lake – Sumner

Upcoming Service Changes

- September 2020: Daily weekday trips were reduced from 23 to 20.
- March 2021 *Proposal*: Maintain September 2020 service levels.
- September 2021 *Proposal*: Maintain September 2020 service levels.

Route 596	Time of Day	March 2020	September 2020	2021 Adopted
How often do buses run on weekdays?	Early AM	30 min.	30 min.	30 min.
	AM Rush	20 min.	20 min.	20 min.
	PM Rush	20 min.	20 min.	20 min.

Why are we proposing these changes?

- Sounder would be operating 18 daily weekday trips. Schedules on Routes 580 and Route 596 would be adjusted so that buses would continue to meet peak-direction Sounder trips.

What does this mean for riders?

Benefits

- Route 580 and Route 596 trips would continue to be coordinated with Sounder schedule so that all peak-direction trains (northbound in the morning, southbound in the afternoon) are met.

Tradeoffs

- Passengers would have fewer Sounder trips to choose from.

What did we hear from the public?

One comment noted that parking [supply] at Puyallup and Sumner stations needed to increase.

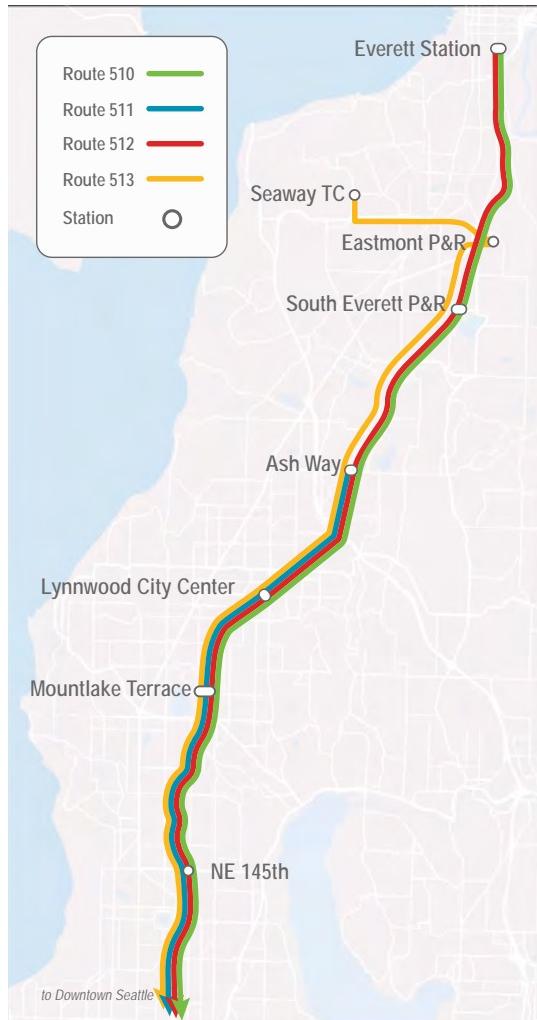
How has the plan changed since the initial proposal?

No changes were made from the initial proposal.

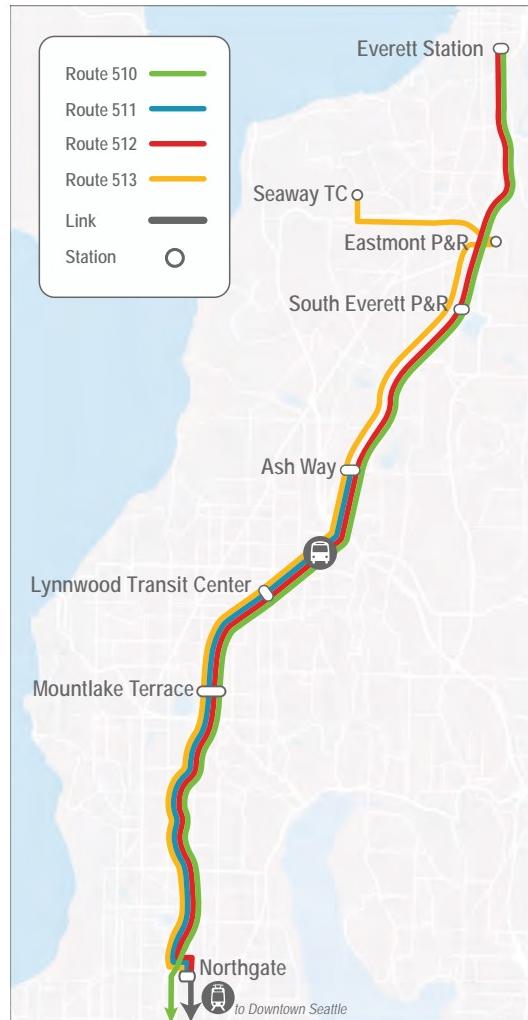
Routes 510/511/512/513

Snohomish County – Seattle

Current Route Map



Future (September 2021)



Summary of Changes

Route 510

- Add stop at Mountlake Terrace Freeway Station

Route 511

- Add stop at new Northgate Link Station
- Discontinue service between Northgate and Downtown Seattle
- Direct rush hour service from Ash Way to Downtown Seattle provided by Community Transit routes 413, 415
- Direct rush hour service from Lynnwood to Downtown Seattle provided by Community Transit routes 402, 421, 422, 425

Route 512

- Add stop at new Northgate Link Station
- Discontinue I-5 & NE 145th St. stop
- Discontinue service between Northgate and Downtown Seattle

Route 513

- Add stops at new Northgate Link Station, Lynnwood Transit Center, Ash Way Park-and-Ride
- Discontinue service between Northgate and Downtown Seattle

Route 510 (Rush hour only): Everett – Seattle

Upcoming Service Changes

- September 2020:** Daily trips reduced from 42 to 30.
- March 2021 Proposal:** Maintain September 2020 service levels.
- September 2021 Proposal:** Add a stop at Mountlake Terrace Freeway Station.

Route 510	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM	20 min.	20 min.	20 min.	20 min.
	AM Rush	10 min.	10-30 min.	10-30 min.	10-30 min.
	PM Rush	12 min.	12 min.	12 min.	12 min.

Route 511 (Rush hour only): Ash Way – Seattle

Upcoming Service Changes

- September 2020:** Daily trips reduced from 38 to 28.
- March 2021 Proposal:** Maintain September 2020 service levels.
- September 2021 Proposal:** Truncate at Northgate Link Station. Increase service levels.

Route 511	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM	20 min.	40 min.	40 min.	20 min.
	AM Rush	15 min.	20-30 min.	20-30 min.	15 min.
	PM Rush	15 min.	15 min.	15 min.	15 min.

Route 512: Everett – Seattle

Upcoming Service Changes

- September 2020:** Restore to full schedule of 107 daily weekday trips.
- March 2021 Proposal:** Maintain September 2020 service levels.
- September 2021 Proposal:** Truncate at Northgate Station and discontinue stop at N 145th St. Maintain September 2020 service levels.

Route 512	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM, AM rush	15 min.	15 min.	15 min.	15 min.
	Midday, PM rush, Evening	15 min.	15 min.	15 min.	15 min.
	Late evening	30 min.	30 min.	30 min.	30 min.
How often do buses run on Saturdays?	All day	15 min.	15 min.	15 min.	15 min.
How often do buses run on Sundays?	All day	30 min.	30 min.	30 min.	30 min.

Route 513 (Rush hour only): Seaway Transit Center – Seattle

Upcoming Service Changes

- **September 2020:** Daily trips reduced from 20 to 12.
- **March 2021 Proposal:** Maintain September 2020 service levels.
- **September 2021 Proposal:** Truncate at Northgate Link Station and add stops at Lynnwood Transit Center and Ash Way Park-and-Ride. Increase service levels.

Route 513	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM	30 min.	60 min.	60 min.	15 min.
	AM Rush	15 min.	30 min.	30 min.	15 min.
	PM Rush	20-30 min.	60 min.	60 min.	15 min.

Why are we proposing these changes?

- Truncating Routes 511, 512 and 513 at Northgate Station provides consistent service levels from Snohomish County by leveraging the new Link extension at Northgate and conserving resources. Community Transit would continue to provide service between Lynnwood / Ash Way and Downtown Seattle in the commute direction.
- Route 510 would continue to provide direct service to downtown Seattle. A new stop at Mountlake Terrace would provide a connection for riders wishing to connect with the rest of the network.

What does this mean for riders?

Benefits

- Increased service levels on Route 513, in addition to two new stops at Ash Way Park-and-Ride and Lynnwood Transit Center, would provide much more frequent peak service for Snohomish County riders.
- Ending Routes 511, 512 and 513 at Northgate would allow riders to access new destinations served by Link light rail and avoid congestion on part of I-5.
- Route 510 riders would continue to have direct access to downtown Seattle and would also have the option to transfer at Mountlake Terrace to routes serving Northgate Station.

Tradeoffs

- Riders on Routes 511, 512 and 513 would need to transfer in order to reach downtown Seattle, which could save up to 2 minutes or increase travel time by up to 6 minutes. Buses will drop off close to the station but riders will need to walk to the platform.
- The addition of stops at Ash Way Park-and-Ride and Lynnwood Transit Center on Route 513 would result in greater travel time for riders traveling to Everett.
- The addition of the Mountlake Terrace stop on Route 510 would result in approximately 2 minutes greater travel time for riders traveling to downtown Seattle.
- Removing the 145th St. stop on Route 512 would cause riders who use that stop to use alternate service.

Title VI evaluation

Route 510

- No disparate impact - the change impacts an area with a minority population of 39.1%, lower than the Sound Transit District average of 39.7%.
- Disproportionate burden - the change impacts an area with a low-income population of 20.5%, higher than the Sound Transit District average of 16.4%.
- Due to the determination of a disproportionate burden, results from public input and a review of alternatives will help shape the final proposal.

Route 511

- No disparate impact - the change impacts an area with a minority population of 38.8%, lower than the Sound Transit District average of 39.7%.
- No disproportionate burden - the change impacts an area with a low-income population of 16.0%, lower than the Sound Transit District average of 16.4%.

Route 512

- No disparate impact - the change impacts an area with a minority population of 38.7%, lower than the Sound Transit District average of 39.7%.
- Disproportionate burden - the change impacts an area with a low-income population of 18.5%, higher than the Sound Transit District average of 16.4%.
- Due to the determination of a disproportionate burden, results from public input and a review of alternatives will help shape the final proposal.

Route 513

- No disparate impact - the change impacts an area with a minority population of 37.5%, lower than the Sound Transit District average of 39.7%.
- Disproportionate burden - the change impacts an area with a low-income population of 17.8%, higher than the Sound Transit District average of 16.4%.
- Due to the determination of a disproportionate burden, results from public input and a review of alternatives will help shape the final proposal.

What did we hear from the public?

- Many comments expressed displeasure at the idea of introducing a transfer with Link at Northgate station on Routes 511, 512, and 513.
- Other comments noted the attractiveness of limited stops on current routes 510 and 513 and expressed concern that additional stops will make the service less desirable.
- Many comments requested higher frequency in the earlier and later periods of the day.
- A significant number of comments noted difficulty in understanding the complexity of changes proposed in the draft service plan.
- Overall, more respondents approved of the changes to Route 510, 511, 512, and 513 than opposed them. The draft plan survey response to the question

"Once the Northgate Link Extension opens in the fall of 2021, we'll shift ST Express bus service to better serve our three new light rail stations (Northgate, Roosevelt, and U District). Do the updated transit options in this proposal meet your travel needs?" is shown below:

Route	Yes*	No*	Count
510	45%	34%	115
511	38%	36%	122
512	45%	28%	222
513	37%	34%	70

*The remainder of respondents indicated "I don't know" or "Not Applicable".

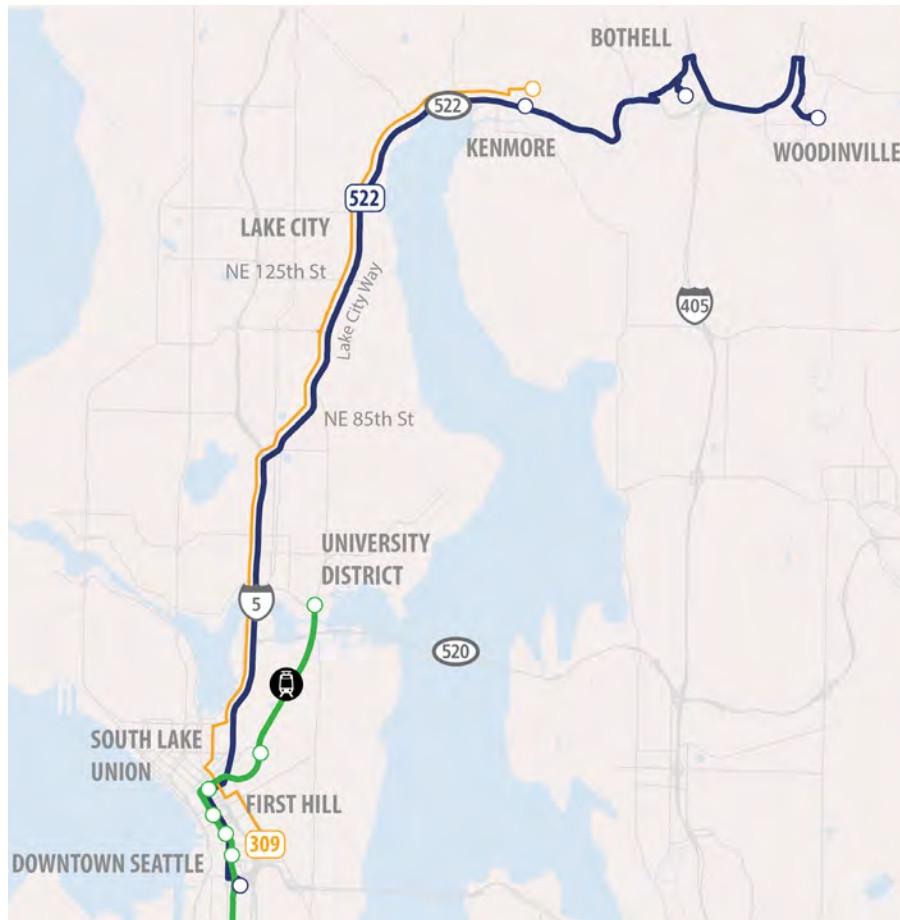
How has the plan changed since the initial proposal?

- On weekends, Route 512 would operate at 15-minute frequencies on through 10 p.m. on trips connecting from Link, seven days a week.
- In order to conform to Link span requirements, the last Sunday evening Route 512 departure from Northgate would be reduced from by approximately 20 minutes than the equivalent last trip in the current Route 512 schedule.
- In order to ensure riders can reach downtown Seattle at least as early as existing service, the first (4:21 a.m.) Route 511 trip of the morning will travel directly to downtown Seattle without stopping at Northgate.

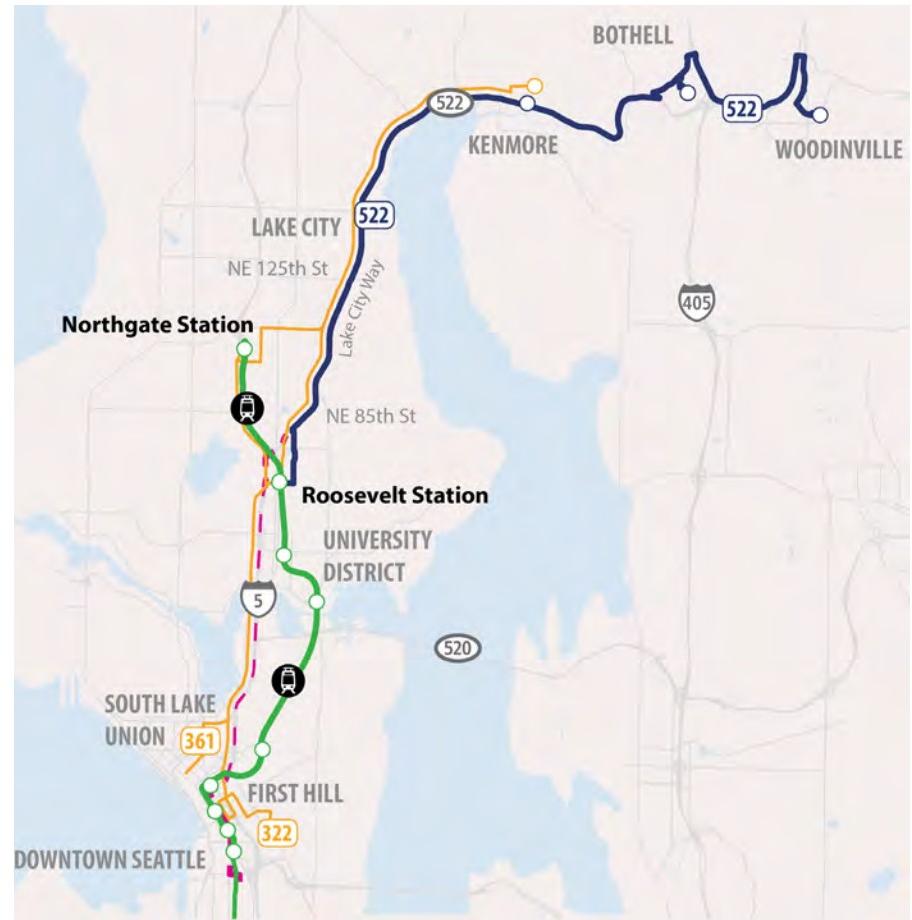
Route 522

Woodinville – Seattle via SR 522

Current Route Map



Future (September 2021)



Route 522: Woodinville – Seattle

Upcoming Service Changes

- September 2020:** Daily trips reduced from 103 to 98.
- March 2021 Proposal:** Maintain September 2020 service levels.
- September 2021 Proposal:** End at Roosevelt Station. Improve midday and weekend service levels to operate every 15 minutes.

Title VI evaluation

- No disparate impact** - the change impacts an area with a minority population of 32.1%, lower than the Sound Transit District average of 39.7%.
- No disproportionate burden** - the change impacts an area with a low-income population of 13.3%, lower than the Sound Transit District average of 16.4%.

Why are we proposing these changes?

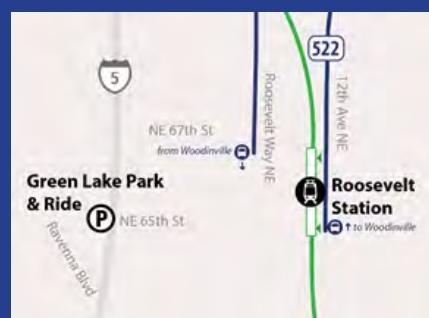
- Ending Route 522 at Roosevelt Station conserves resources by leveraging the new Northgate Link extension while providing consistent service levels.
- During peak periods, additional capacity will be provided in the SR-522 corridor by the proposed King County Metro Routes 322 and 361.
- KCM Route 322 and 361 will also connect with Link at Northgate and Roosevelt stations while also providing access to destinations near downtown Seattle less well-served by light rail
- Timing of trips on among the three routes will be coordinated to provide consistent spacing of buses

Route 522	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM	10 min.	15 min.	15 min.	15 min.
	AM rush	7 min.	7 min.	7 min.	15 min.
	Midday	30 min.	30 min.	30 min.	15 min.
	PM rush	8 min.	8 min.	8 min.	15 min.
	Evening	30 min.	30 min.	30 min.	15 min.
	Late evening	60 min.	60 min.	60 min.	30 min.
How often do buses run on Saturdays?	All day	30 min.	30 min.	30 min.	15 min.
How often do buses run on Sundays?	All day	30 min.	30 min.	30 min.	15 min.

What does this mean for riders?

Benefits

- Truncating Route 522 at Roosevelt would allow riders to access new destinations served by Link and avoid congestion on part of I-5.
- In September 2021, midday, evening and weekend service would increase to every 15 minutes.



Tradeoffs

- Riders would need to transfer in order to reach downtown Seattle, which could increase travel times by an estimated 2-10 minutes in off-peak times. The transfer requires walking 1-2 blocks as shown in the map.
- Rush hour frequency would be reduced in order to provide higher midday, evening, and weekend frequency. King County Metro will continue to provide parallel service on the corridor, supplementing Route 522 during rush hour.

What did we hear from the public?

- Many respondents noted their commutes would take longer compared to today's one-seat ride, and questioned the benefits of no longer serving downtown Seattle
- Others noted that if Link is to serve as the spine of regional connections, frequency should be 10 minutes or better.
- Out of 140 Route 522 respondents, 49% indicated truncating at Roosevelt Station and improving off-peak frequency to 15-minutes met their needs, compared to 29% who indicated "No". The remainder responded "I don't know" or "not applicable".

Representative quotes:

- Q: If no, what would make service work better for you? A: "*Not truncating 522 at the Roosevelt stop and having to transfer to Light Rail. I would like to continue getting on one bus to work and getting downtown instead of transferring. It's extremely inconvenient, I can currently get to work in 15 to 20 minutes from Lake City to downtown.*"
- "*I live on Lake City Way. Running 522 to Roosevelt will be awesome for connecting to the light rail, and I am really looking forward to the 15 minutes 7 days a week frequency, since we have never had an all-day bus on Lake City Way before with reasonable frequency...*"

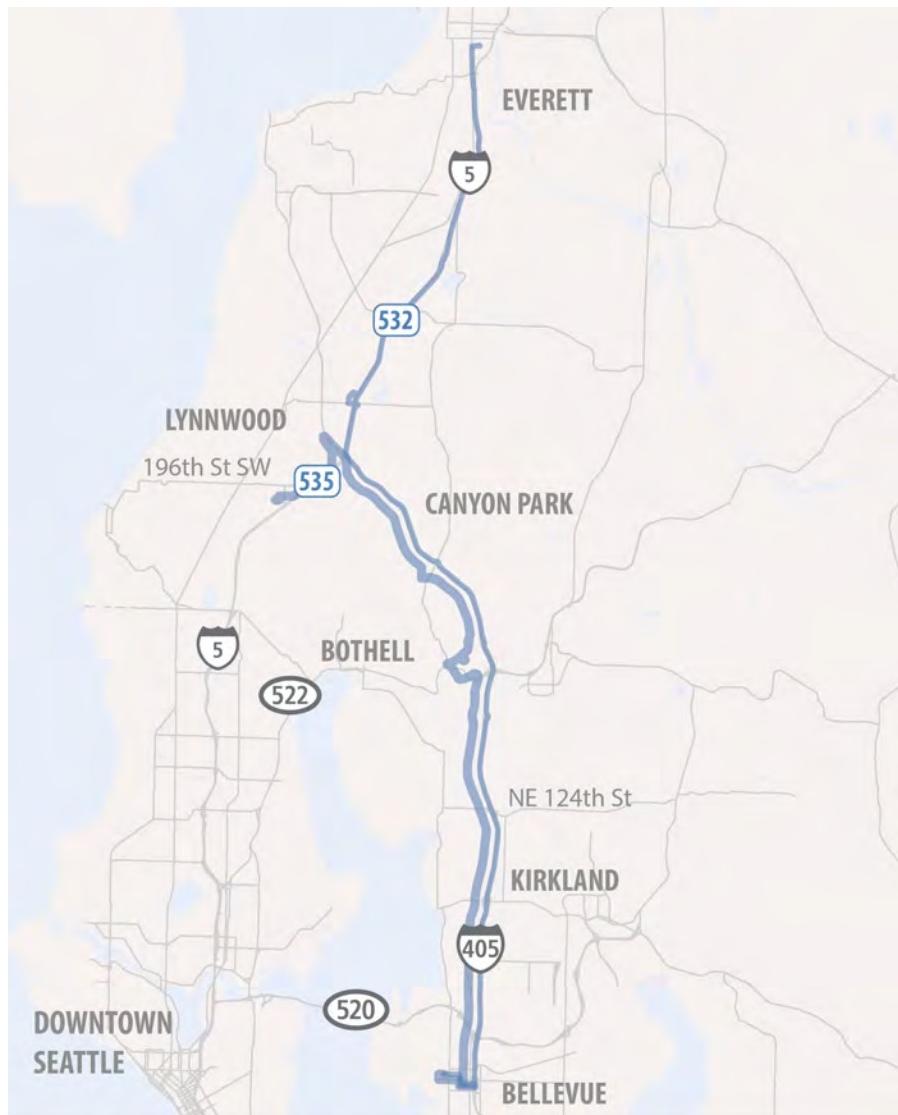
How has the plan changed since the initial proposal?

For the September 2021 service plan, northbound Route 522 frequency was adjusted to extend 15-minute frequencies through 10PM, 7 days a week in order to enhance nighttime connections from Link.

Routes 532/535

Snohomish County – Bellevue

Current & 2021 Route Map



Route 532 (Rush hour only): Everett – Bellevue

Upcoming Service Changes

- September 2020:** Daily weekday trips reduced from 41 to 20. AM Peak Service from Bellevue to Everett and PM Peak service from Everett to Bellevue were eliminated.
- March 2021 Proposal:** Maintain September 2020 service levels.

September 2021 Proposal: Maintain September 2020 service levels.

Route 532	Time of Day	March 2020	September 2020	2021 Adopted
How often do buses run on weekdays?	Early AM	20 min.	50 min.	50 min.
	AM Rush	10 min.	20 min.	20 min.
	PM Rush	10 min.	10-20 min.	10-20 min.

Route 535 (Monday – Saturday only): Lynnwood – Bellevue

Upcoming Service Changes

- September 2020:** Daily weekday trips reduced from 65 to 46.
- March 2021 Proposal:** Maintain September 2020 service levels.
- September 2021 Proposal:** Maintain September 2020 service levels.

Route 535	Time of Day	March 2020	September 2020	2021 Adopted
How often do buses run on weekdays?	Early AM	30 min.	60 min.	60 min.
	AM Rush	30 min.	30 min.	30 min.
	Midday	30 min.	60 min.	60 min.
	PM Rush	30 min.	30 min.	30 min.
	Evening	60 min.	60 min.	60 min.
How often do buses run on Saturdays?	All day	60 min.	60 min.	60 min.

Why are we proposing these changes?

- Ridership on Route 532 in the reverse-peak direction (towards Everett in the morning) is not expected to rebound in 2021 as many workers continue to work remotely.
- Service adjustments in September 2020 were necessary in order to preserve coverage on the 405 North corridor.
- In March 2021, service levels from September 2020 would be maintained because ridership is not expected to rebound significantly on commuter-oriented routes through 2021.

What does this mean for riders?

Benefits

- Service would be maintained in the peak period, peak direction on both routes (for commutes to Bellevue).

Tradeoffs

- Riders commuting from Bellevue to Everett would need to use Route 535 and transfer to Route 512 at Lynnwood Transit Center to complete their trip. The transfer is within Lynnwood Transit Center so walking is minimal.
- Other riders would experience longer wait times or would need to use alternate service.

Title VI Evaluation

Route 532

- No disparate impact - the change impacts an area with a minority population of 38.6%, lower than the Sound Transit District average of 39.7%.
- No disproportionate burden - the change impacts an area with a low-income population of 14.0%, lower than the Sound Transit District average of 16.4%.

Route 535

- No disparate impact - the change impacts an area with a minority population of 36.8%, lower than the Sound Transit District average of 39.7%.
- No disproportionate burden - the change impacts an area with a low-income population of 11.0%, lower than the Sound Transit District average of 16.4%

What did we hear from the public?

One comment noted that Route 535 span does not adequately cover UW Bothell class times and requested an 8:10 PM departure toward Bellevue.

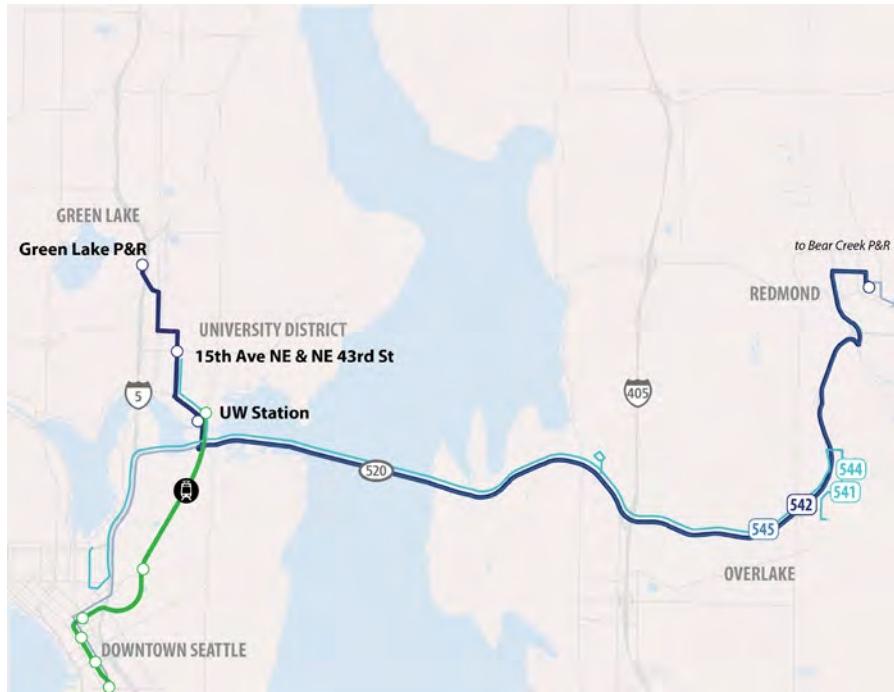
Many riders expressed relief there were not major changes to 532 and 535

How has the plan changed since the initial proposal?

We made no changes from the initial proposal.

Routes 541/542/544/545 Seattle - East King County via SR 520

Current Route Map



Future (2021) Route Map



Summary of Changes

Route 541

- Maintain service suspension

Route 542

- (September 2021) Discontinue service between Green Lake Park-and-Ride and University District. Alternate service available on Link between Roosevelt and U District Stations

Route 544

- Maintain service suspension

Route 545

- Reduce weekday service by 9 daily trips compared to March 2020

Route Changes
Route 542 would run between Redmond and the new U District Link Station. Route 542 no longer runs to Green Lake Park and Ride.

New Route Options
Riders traveling to Green Lake could [transfer to Link](#) at U District Station for a traffic-free ride to Roosevelt Station.

Route 541 (Rush hour only) : Overlake - University District

Upcoming Service Changes

- **September 2020:** Service suspended.
- **March 2021 Proposal:** Service remains suspended.
- **September 2021 Proposal:** Service remains suspended.

Route 541	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	AM rush	15 min.	--	--	--
	PM rush	20 min.	--	--	--

Route 542 : Green Lake P&R/U District – Redmond

Upcoming Service Changes

- **September 2020:** Daily weekday trips reduced from 90 to 81.
- **March 2021 Proposal:** Maintain September 2020 service levels.
- **September 2021 Proposal:** Maintain September 2020 service levels. Discontinue service between U District and Green Lake Park-and-Ride

Route 542	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM	20 min.	20 min.	20 min.	20 min.
	AM rush	15 min.	20 min.	20 min.	20 min.
	Midday	30 min.	30 min.	30 min.	30 min.
	PM rush	15 min.	20 min.	20 min.	20 min.
	Evening	30 min.	30 min.	30 min.	30 min.
How often do buses run on Saturdays?	All day	30 min.	30 min.	30 min.	30 min.
How often do buses run on Sundays?	All day	30 min.	30 min.	30 min.	30 min.

Route 544 (Rush hour only): Overlake – S Kirkland – South Lake Union

Upcoming Service Changes

- **September 2020:** Service suspended.
- **March 2021 Proposal:** Service remains suspended.
- **September 2021 Proposal:** Service remains suspended

Route 544	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	AM rush	15 min.	--	--	--
	PM rush	15 min.	--	--	--

Route 545 : Seattle – Redmond

Upcoming Service Changes

- September 2020:** Daily weekday trips reduced from 185 to 163
- March 2021 Proposal:** Maintain September 2020 service levels.
- September 2021 Proposal:** Maintain September 2020 service levels.

Route 545	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM	30 min.	30 min.	30 min.	30 min.
	AM rush	6 min.	7 min.	7 min.	7 min.
	Midday	15 min.	15 min.	15 min.	15 min.
	PM rush	5 min.	9 min.	9 min.	9 min.
	Evening	20 min.	20 min.	20 min.	20 min.
	Late Evening	60 min.	60 min.	60 min.	60 min.
How often do buses run on Saturdays?	All day	30 min.	30 min.	30 min.	30 min.
How often do buses run on Sundays?	All day	30 min.	30 min.	30 min.	30 min.

Title VI Evaluation

Why are we proposing these changes?

- Routes 541 and 544 primarily serve technology hubs, and ridership on these routes is not expected to rebound in 2021 due to workers continuing to work from home.
- Service adjustments in September 2020 were necessary to preserve coverage to the 520 corridor and conserve resources as a result of the COVID-19 pandemic.
- In March 2021, service levels from September 2020 would be maintained because ridership is not expected to rebound significantly on many routes through 2021.

Route 541

- Disparate impact - the change impacts an area with a minority population of 45.1%, higher than the Sound Transit District average of 39.7%.
- No disproportionate burden - the change impacts an area with a low-income population of 14.8%, lower than the Sound Transit District average of 16.4%.
- Due to the determination of a disparate impact, results from public input and a review of alternatives will help shape the final proposal.

Route 544

- Disparate impact - the change impacts an area with a minority population of 42.4%, higher than the Sound Transit District average of 39.7%.
- No disproportionate burden - the change impacts an area with a low-income population of 10.7%, lower than the Sound Transit District average of 16.4%.
- Due to the determination of a disparate impact, results from public input and a review of alternatives will help shape the final proposal.

What does this mean for riders?

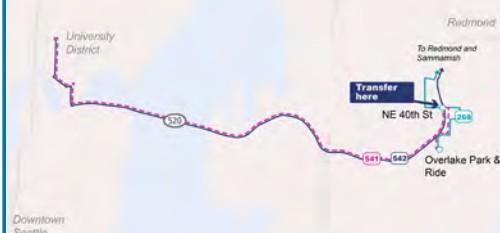
Benefits

- Suspending Routes 541 and 544 allows Sound Transit to focus resources where they're most needed on the 520 corridor and avoid further service reductions on other routes.

Tradeoffs

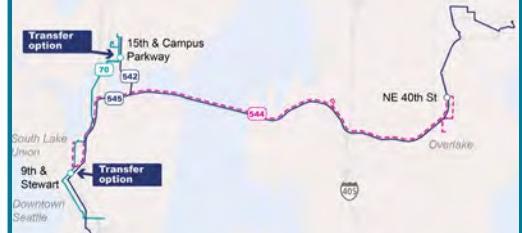
- Riders on Routes 545 and 542 would experience longer waits.
- Riders traveling from South Kirkland Park-and-Ride to downtown Seattle may connect with Route 545 via KCM Route 255 at the Evergreen Point or Yarrow Point freeway stations. This involves a new transfer but no walking is required at the transfer.
- Alternate route options are shown for Routes 541 and 544 to the right.

Route 541 Alternatives



Instead of Route 541, riders traveling from Overlake Park-and-Ride to the U District may connect with Route 542 by walking or taking KCM Rapid Ride B Line or Route 269 to the SR 520 at NE 40th St. freeway stop. This involves a new transfer and longer walk access times.

Route 544 Alternatives



Instead of Route 544, riders traveling from Overlake Park-and-Ride to South Lake Union may connect with Route 545 by walking or taking KCM Rapid Ride B Line or Route 269 to the SR 520 at NE 40th St. Freeway stop. This involves a new transfer and about a one-block walk.

What did we hear from the public?

- Some comments noted that eliminating the peak-only portion of Route 542 between the U District and Green Lake P&R would be inconvenient, as it currently provides access to several stops lacking good King County Metro service.
- Other comments approved of shortening Route 542, expressing, expecting a resultant improvement in reliability.
- Out of 100 Route 542 respondents, 46% indicated truncating at U District Station met their needs, compared to 17% who indicated "No". The remainder responded "I don't know" or "not applicable".
- Several comments noted how without Route 544, alternative connections between South Kirkland P&R to South Lake Union were less convenient, especially given reductions to Link and King County Metro Route 255.

Notable comment:

"With Microsoft looking further and further away from welcoming employees back, and with the possibility that more employees will work remotely permanently or that many will be allowed to go to work from home some days, the changes to the Overlake-serving routes make complete sense."

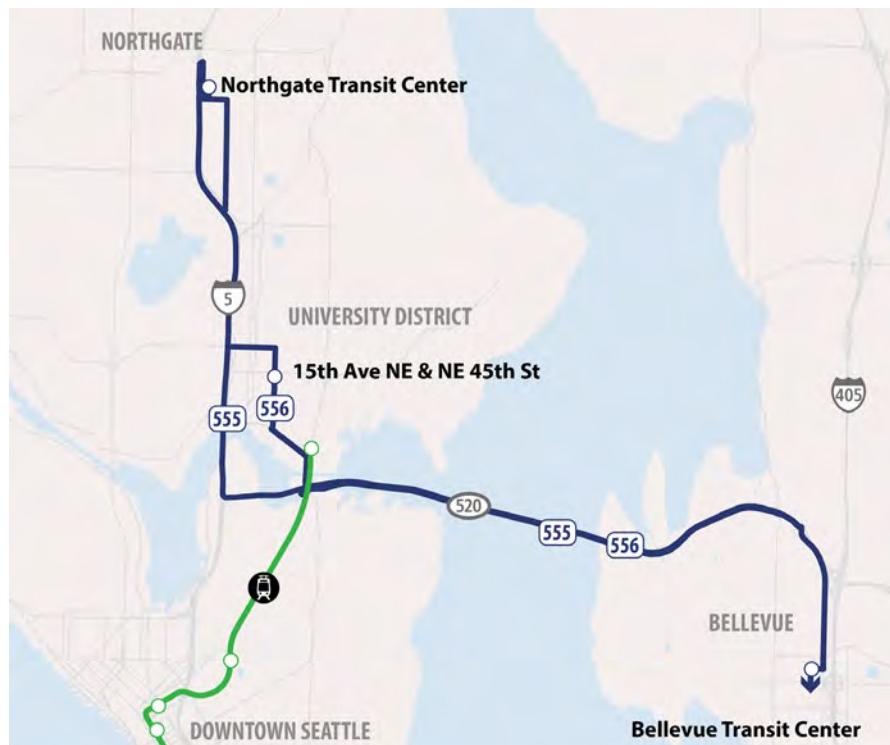
How has the plan changed since the initial proposal?

We made no changes from the initial proposal.

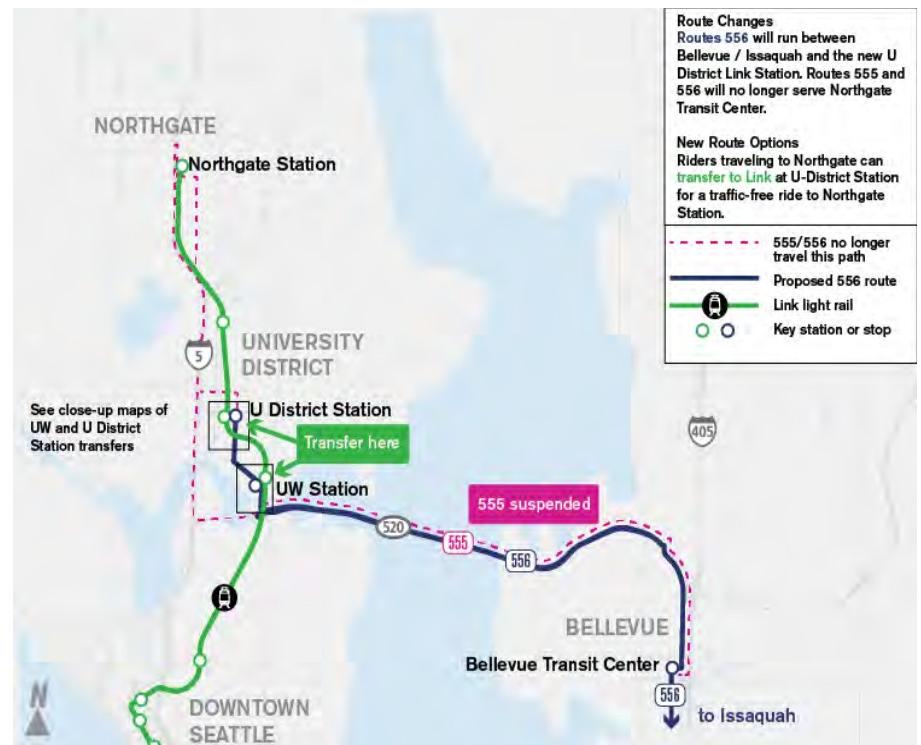
Routes 555/556

Northgate – Bellevue/Issaquah via SR 520

Current Route Map



Future (September 2021) Route Map



Summary of Changes

UPDATED Route 555

- Restore route. Route would operate between Bellevue and the U District Link station. **UPDATED: Continue service suspension.**

Route 556

- With start of Link to Northgate, reintroduce service between Issaquah Highlands and U District only (AM to U District, PM to Issaquah). Connections between Northgate and Route 556 are available via Link.



UPDATED Route 555 (Rush Hour only): Northgate – Bellevue

Upcoming Service Changes

- **September 2020:** Service remains suspended
 - **March 2021 Proposal:** Service remains suspended
 - **September 2021 Proposal:** Restore route. Route would operate between Bellevue and the U District Link station.
- UPDATED: Service remains suspended.**

Route 555	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM	40 min.	--	--	30 min...
	AM Rush	20 min.	--	--	30 min...
	PM Rush	30 min.	--	--	30 min...

Route 556 (Rush Hour only): Northgate – Bellevue – Issaquah

Upcoming Service Changes

- **September 2020:** Service remains suspended
- **March 2021 Proposal:** Service remains suspended
- **September 2021 Proposal:** Restore route. Route would operate between Issaquah Highlands and the U District Link station.

Route 556	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM	30 min.	--	--	30 min.
	AM Rush	30 min.	--	--	30 min.
	PM Rush	30 min.	--	--	30 min.

Why are we proposing these changes?

- Routes 555 and 556 primarily serve commuters, and ridership on these routes is not expected to rebound in 2021 due to workers continuing to work from home.
- In March 2021, suspension would be maintained because ridership is not expected to rebound significantly until late 2021.
- Ending at U District Station instead of Northgate would allow the restoration of service while conserving resources.
- Ending routes at U District would improve connections to destinations served by Link and avoid congestion on part of I-5.
- Ending at U District Station provides consistent service levels to and from Bellevue and Issaquah in September 2021 by leveraging the new Link extension and conserving resources.

What does this mean for riders?

Benefits

- Ending at U District Station instead of Northgate would allow the restoration of service while conserving resources.
- Ending routes at U District would improve connections to destinations served by Link and avoid congestion on part of I-5.

Tradeoffs

- Riders would need to transfer to travel between Northgate and the Eastside.
- Prior to the Northgate Link opening, riders can use King County Metro Route 41 and transfer to a Bellevue-bound 550 or an Issaquah-bound 554 in Downtown Seattle. Bellevue-bound riders can also use King County Metro routes 67 and 271 with a connection in the University District. The transfer will add travel time and require walking between stops.
- After September 2021, riders can transfer from Link to Route 555 or 556 in the U District.

Title VI Evaluation

Route 555

- No disparate impact - the change impacts an area with a minority population of 30.3%, lower than the Sound Transit District average of 39.7%.
- No disproportionate burden - the change impacts an area with a low-income population of 14.7%, lower than the Sound Transit District average of 16.4%.

Route 556

- No disparate impact - the change impacts an area with a minority population of 35.9%, lower than the Sound Transit District average of 39.7%.
- No disproportionate burden - the change impacts an area with a low-income population of 14.7%, lower than the Sound Transit District average of 16.4%.
-

What did we hear from the public?

- Some comments wished to see routes 555 and 556 return retained and expressed disapproval of making a transfer to reach Northgate.
- Others stressed the importance of frequent Link connections to making transfers work well.

Notable quote:

"Maybe match the frequency of link with bus routes where transfer to link or bus is necessary. For example, 556 during peak hours is only 30 mins and link is every 15 mins. I know from experience pre-pandemic, the bus gets very full and barely any sitting, the timings were awkward (6:58 and then 7:12 and then 7:24am from Issaquah). Sometimes bus does not arrive at expected time. That causes issues to my reaching work on time. Increasing frequency of this bus route and matching a bit with the link would help a lot."

- Overall, more respondents approved of the changes to routes 555 and 556 than opposed them. However, it must be noted the draft service plan proposed truncating Route 555 near U District Station instead of eliminating it entirely. The draft plan survey response to the question

"Once the Northgate Link Extension opens in the fall of 2021, we'll shift ST Express bus service to better serve our three new light rail stations (Northgate, Roosevelt, and U District). Do the updated transit options in this proposal meet your travel needs?"

is shown below:

Route	Yes*	No*	Count
555	43%	25%	56
556	44%	22%	59

*The remainder of respondents indicated "I don't know" or "Not Applicable".

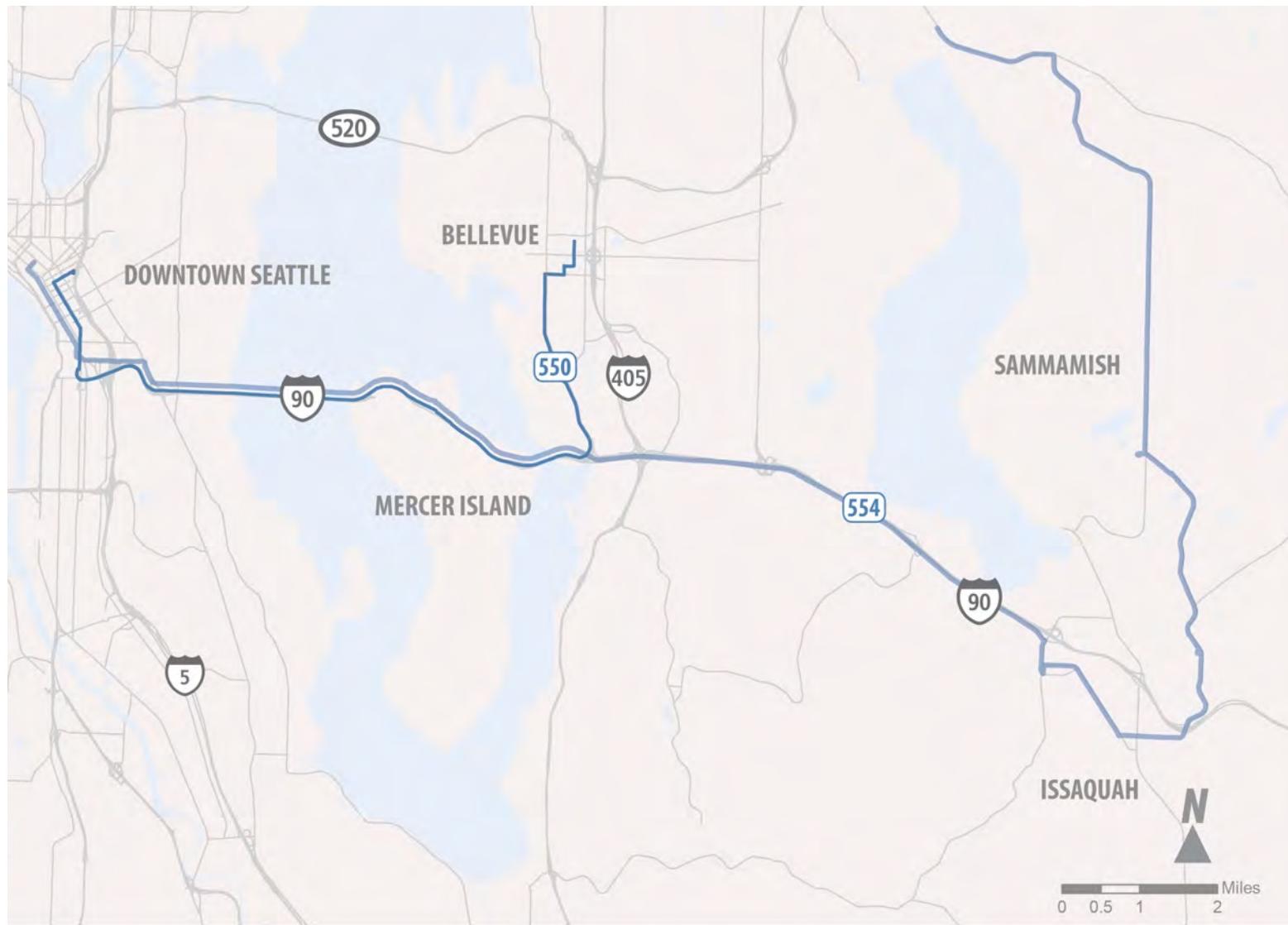
How has the plan changed since the initial proposal?

Originally, Route 555 had been proposed for restoration in September 2021. However, in further coordination with KCM, Sound Transit would like to use the funds to restore service on Route 586. King County Metro operates Route 271 provides frequent connections between the U-District and Bellevue, with a stop pattern very similar to what a Route 555 truncating in the U-District would provide. Recently King County Metro has begun operating Route 271 with higher capacity coaches, negating much of the anticipated need of 555 to provide supplemental capacity in this corridor.

Routes 550/554

Seattle – East King County via I-90

Current & 2021 Route Map



Route 550: Bellevue – Seattle

Upcoming Service Changes

- September 2020:** No changes. Maintain full service
- March 2021 Proposal:** Maintain September 2020 service levels.
- September 2021 Proposal:** Maintain September 2020 service levels.

Route 550	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM	30 min.	30 min.	30 min.	30 min.
	AM rush	5 min.	7 min.	7 min.	7 min.
	Midday	15 min.	15 min.	15 min.	15 min.
	PM rush	5 min.	7 min.	7 min.	7 min.
	Evening	30 min.	30 min.	30 min.	30 min.
	Late evening	60 min.	30 min.	30 min.	30 min.
How often do buses run on Saturdays?	All day	15 min.	15 min.	15 min.	15 min.
How often do buses run on Sundays?	All day	30 min.	30 min.	30 min.	30 min.

Route 554: Issaquah – Seattle

Upcoming Service Changes

- September 2020:** Daily weekday trips reduced from 54 to 38. Midday service suspended.
- March 2021 Proposal:** Maintain September 2020 service levels.
- September 2021 Proposal:** Maintain September 2020 service levels.

Route 554	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM	30 min.	30 min.	30 min.	30 min.
	AM rush	15 min.	15 min.	15 min.	15 min.
	Midday	20 min.	20 min.	20 min.	20 min.
	PM rush	15 min.	15 min.	15 min.	15 min.
	Evening	60 min.	60 min.	60 min.	60 min.
	Late evening	60 min.	60 min.	60 min.	60 min.
How often do buses run on Saturdays?	All day	30 min.	30 min.	30 min.	30 min.
How often do buses run on Sundays?	All day	30 min.	30 min.	30 min.	30 min.

Title VI Evaluation

Route 550

- The change in weekly platform hours of 14.4% is below the major service change threshold of 25%. Therefore there is no disparate impact or disproportionate burden.

Route 554

- The change in weekly platform hours of 0.9% is below the major service change threshold of 25%. Therefore there is no disparate impact or disproportionate burden.

What did we hear from the public?

- Some comments expressed concerns of reduced 550 service and the potential for overcrowding
- One comment requested later evening service to the Issaquah Highlands.
- Notable feedback from draft service plan: *"The length of time that physical distancing will be required is unknown; demand for transit may be high in fall 2021; ST services should provide short waits; the fiscal rationale for the anemic service levels in the SIP were not explained. ST spends relatively little on service and should spend more."*

How has the plan changed since the initial proposal?

We made no changes from the initial proposal.

Why are we proposing these changes?

- Service adjustments in September 2020 were necessary on Route 550 in order to preserve coverage to all areas of the system and conserve resources as a result of the COVID-19 pandemic.
- In March 2021, service levels on Route 550 from September 2020 would be maintained because ridership is not expected to rebound significantly through 2021 as many office workers continue to work remotely.
- Route 554 would maintain full service in order to maintain coverage on the I-90 corridor, where alternate routes at King County Metro have been impacted.

What does this mean for riders?

Benefits

- Route 550 coverage would be maintained.
- Route 554 would maintain full service.

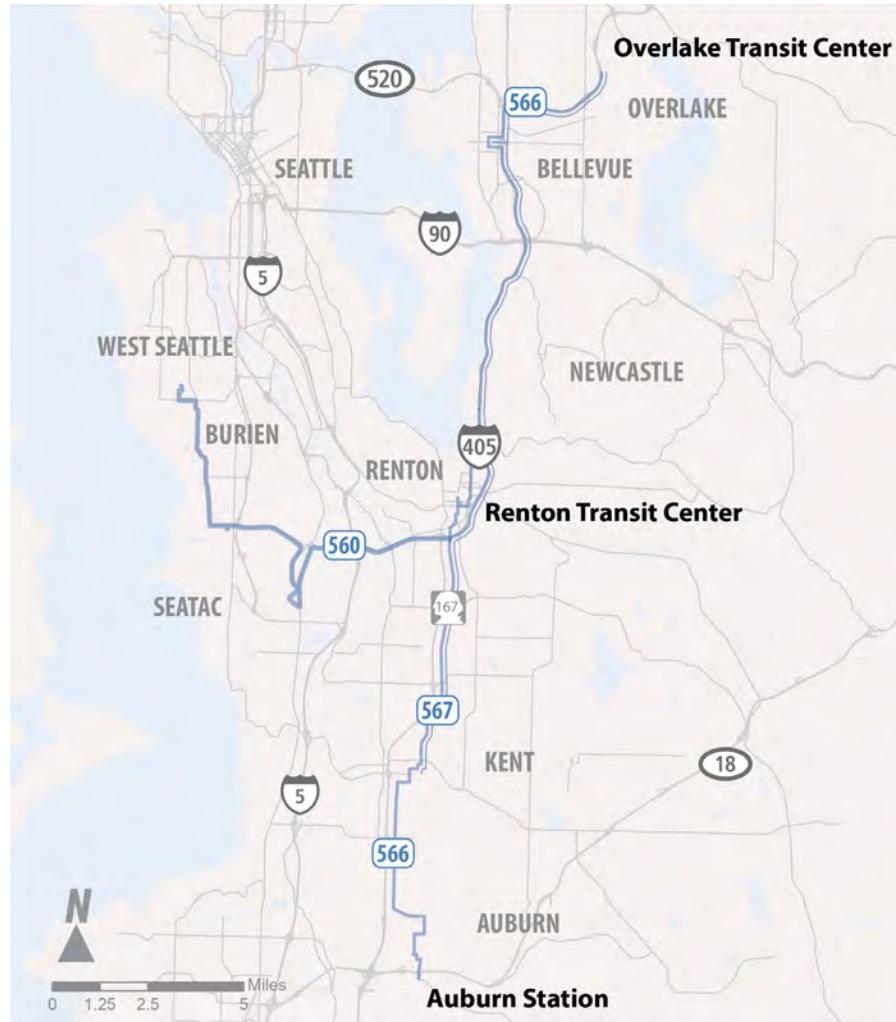
Tradeoffs

- Route 550 riders would experience 1-2 minute longer wait times at the peak hour.

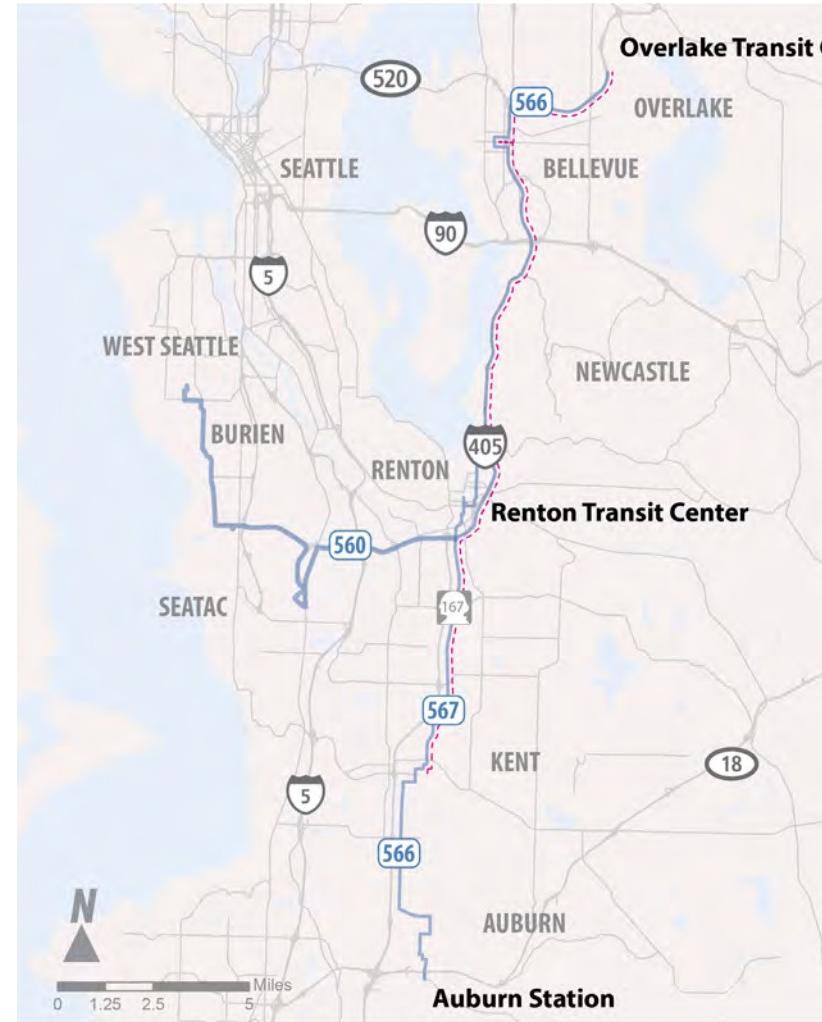
Routes 560/566/567

South King County – Bellevue/Overlake

Current Route Map



Future (2021) Route Map



Route 560: Bellevue – SeaTac – West Seattle

Upcoming Service Changes

- **September 2020:** No changes. Maintain full service
- **March 2021 Proposal:** Maintain September 2020 service levels.
- **September 2021 Proposal:** Maintain September 2020 service levels.

Route 560	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM, AM rush	30 min.	30 min.	30 min.	30 min.
	Midday, PM rush	30 min.	30 min.	30 min.	30 min.
	Evening,	60 min.	60 min.	60 min.	60 min.
	Late evening				
How often do buses run on Saturdays?	All day	60 min.	60 min.	60 min.	60 min.
How often do buses run on Sundays?	All day	60 min.	60 min.	60 min.	60 min.

Route 566 (Weekdays only): Auburn – Bellevue – Overlake

Upcoming Service Changes

- **September 2020:** Daily weekday trips reduced from 54 to 38. Midday service suspended.
- **March 2021 Proposal:** Maintain September 2020 service levels.
- **September 2021 Proposal:** Maintain September 2020 service levels.

Route 566	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM	30 min.	40 min.	40 min.	40 min.
	AM Rush	15 min.	20 min.	20 min.	20 min.
	Midday	60 min.	--	--	--
	PM Rush	15 min.	20 min.	20 min.	20 min.

Route 567 (Rush hour only): Kent – Bellevue – Overlake

Upcoming Service Changes

- **September 2020:** Service suspended.
- **March 2021 Proposal:** Service remains suspended.
- **September 2021 Proposal:** Service remains suspended

Route 567	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	AM Rush	20 min.	--	--	--
	PM Rush	20 min.	--	--	--

Why are we proposing these changes?

- Route 567 primarily serves commuters, and ridership on this route is not expected to rebound in 2021 due to workers continuing to work remotely.
- Service adjustments in September 2020 were necessary to preserve coverage on South King County routes.
- In March 2021, service levels from September 2020 would be maintained because ridership is not expected to rebound significantly on many routes through 2021.

What does this mean for riders?

Benefits

- Suspending Route 567 allows for greater frequency and coverage on Routes 560 and 566 than would otherwise be possible.

Tradeoffs

- Riders traveling between Auburn and Renton during the midday would need to use King County Metro Route 160 between Auburn, Kent, and Renton or Route 153 between Kent and Renton to connect to Route 560.
- Riders traveling between Kent and Bellevue/Overlake in peak hours would need to use Route 566, which would add up to 13 minutes of travel time in the evening rush hour.

Title VI Evaluation

Route 567

- Disparate impact - the change impacts an area with a minority population of 54.6%, lower than the Sound Transit District average of 39.7%.
- Disproportionate burden - the change impacts an area with a low-income population of 17.9%, higher than the Sound Transit District average of 16.4%.
- Due to the determination of a disparate impact, results from public input and a review of alternatives will help shape the final proposal.

What did we hear from the public?

- Some riders expressed dissatisfaction on the reduced service levels of Route 566.
- One comment wished to extend 566/567 beyond their current termini in order to provide better coverage of outlying areas.

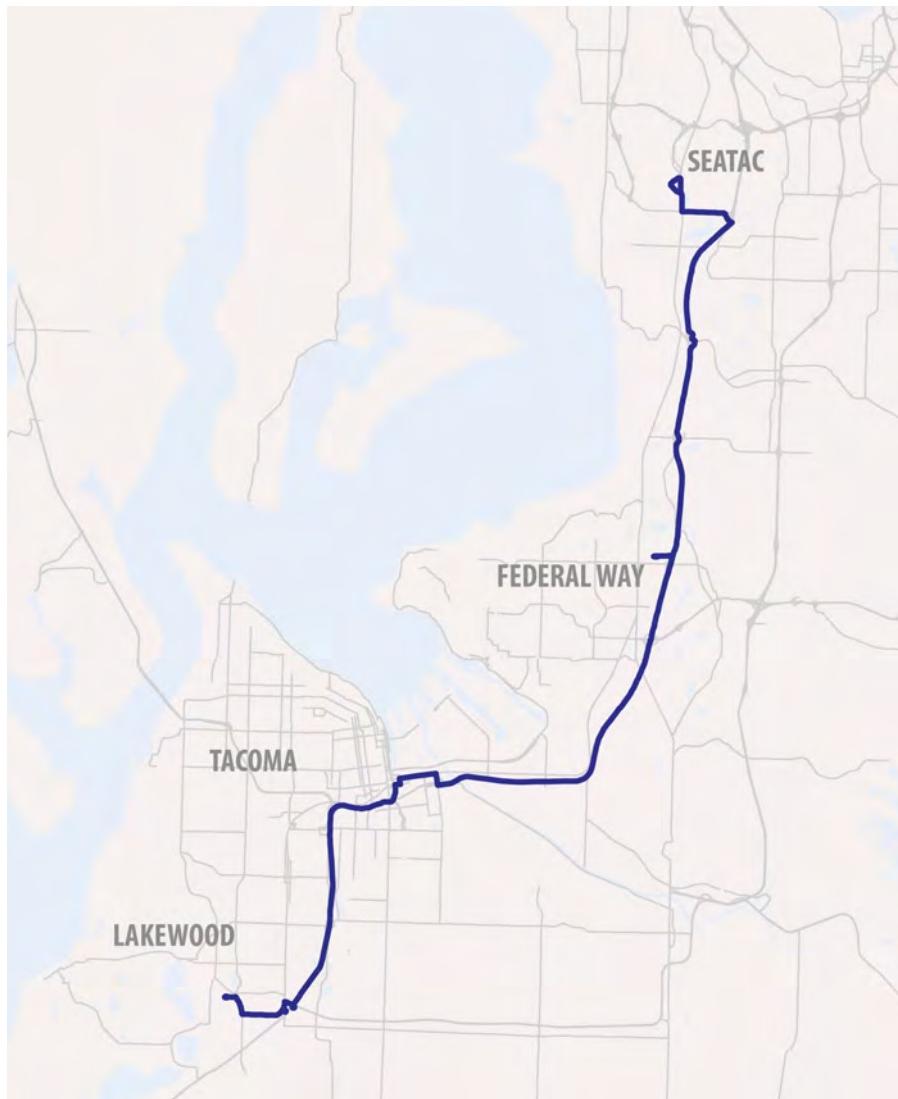
How has the plan changed since the initial proposal?

We made no changes from the initial proposal.

Route 574

Lakewood – SeaTac Airport

Current & 2021 Route Map



Route 574: Lakewood – SeaTac Airport

Upcoming Service Changes

- September 2020: Maintain 76 daily weekday trips (no change).
- March 2021 Proposal: Maintain 76 daily weekday trips (no change).
- September 2021 Proposal: Maintain 76 daily weekday trips (no change).

Route 574	Time of Day	March 2020	September 2020	2021 Adopted
How often do buses run on weekdays?	Early AM	30 min.	30 min.	30 min.
	AM Rush	30 min.	30 min.	30 min.
	Midday	30 min.	30 min.	30 min.
	PM Rush	30 min.	30 min.	30 min.
	Evening	30 min.	30 min.	30 min.
	Late Evening	60 min.	60 min.	60 min.
How often do buses run on Saturdays?	Morning	60 min.	60 min.	60 min.
	Afternoon	30 min.	30 min.	30 min.
	Evening	60 min.	60 min.	60 min.
How often do buses run on Sundays?	Morning	60 min.	60 min.	60 min.
	Afternoon	30 min.	30 min.	30 min.
	Evening	60 min.	60 min.	60 min.

Why are we proposing no changes?

Compared to other routes, ridership declined the least on Route 574 between July 2019 and July 2020. As such, ridership demand remains comparatively high.

What does this mean for riders?

Benefits

- Routes 574 would continue to operate without changes.

What did we hear from the public?

Some comments indicated a desire for later Route 574 trips from SeaTac, with requests ranging from until 2AM through all-night.

How has the plan changed since the initial proposal?

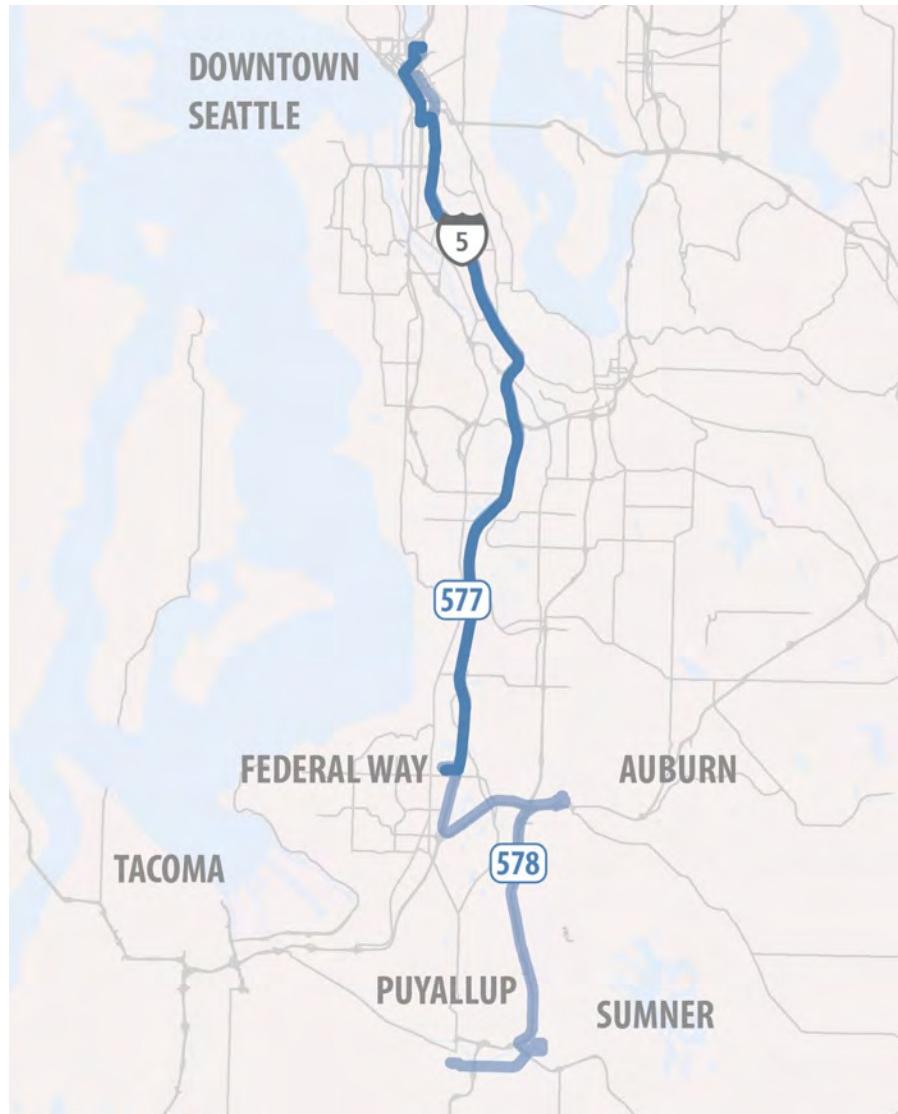
We made no changes from the initial proposal on Route 574. However, our updated proposal allows customers during the rush hour traveling between Federal Way and Tacoma Dome to use Route 586 as an option between the two locations.



Routes 577/578

South King County/Puyallup/Sumner – Seattle

Current & 2021 Route Map



Route 577 (Rush hour & weekends only): Federal Way – Seattle

Upcoming Service Changes

- **September 2020:** Trips were re-scheduled to better coordinate service with Route 578 between Seattle and Federal Way. Southbound departures have a combined frequency of every 10-15 minutes after 11:30 am. The number of trips remained the same.
- **March 2021 Proposal:** Maintain September 2020 service levels.
- **September 2021 Proposal:** Maintain September 2020 service levels.

Route 577	Time of Day	March 2020	September 2020	2021 Adopted
How often do buses run on weekdays?	Early AM	15 min.	15 min.	15 min.
	AM Rush	8 min.	8 min.	8 min.
	Midday	-	30 min.	30 min.
	PM Rush	9 min.	10-20 min.*	10-20 min.*
How often do buses run on Saturdays?	All day	60 min.	60 min.	60 min.
How often do buses run on Sundays?	All day	60 min.	60 min.	60 min.

*During the PM Rush Hour, combined frequency between Route 577 and Route 578 is every 10 minutes between Seattle and Federal Way.

Route 578: Puyallup – Seattle

Upcoming Service Changes

- September 2020:** The number of daily weekday trips was increased from 55 to 62, providing additional southbound service during the afternoon rush hours (Route 578 previously did not operate southbound during the afternoon).
- March 2021 Proposal:** Maintain September 2020 increased service levels.
- September 2021 Proposal:** Maintain September 2020 increased service levels.

Route 578	Time of Day	March 2020	September 2020	2021 Adopted
How often do buses run on weekdays?	Early AM	120 min.	120 min.	120 min.
	AM Rush	30 min.	30 min.	30 min.
	Midday	30 min.	30 min.	30 min.
	PM Rush	30 min.	30 min.	30 min.
	Evening	30 min.	30 min.	30 min.
	Late Evening	60 min.	60 min.	60 min.
How often do buses run on Saturdays?	All day	60 min.	60 min.	60 min.
How often do buses run on Sundays?	All day	60 min.	60 min.	60 min.

Why are we proposing these changes?

- With the suspension of some Sounder trips, service would be added to Route 578, providing options between Seattle, Auburn, Sumner, and Puyallup when Sounder is not running.
- Compared to other routes, Routes 577 and Route 578 has experienced less declines in ridership.

What did we hear from the public?

- Some riders appreciated increased 578 service in the PM peak period
- Several comments noted, however, that increased bus service was not a suitable substitute for reduced Sounder service.
- Representative quote: *"I like the idea of more 578 buses but not necessarily reducing sounder service since the Sounder is faster and bypasses traffic."*

How has the plan changed since the initial proposal?

We made no changes from the initial proposal.

What does this mean for riders?

Benefits

- Routes 577 and 578 would continue to have full service with additional southbound trips in the afternoon rush hour.

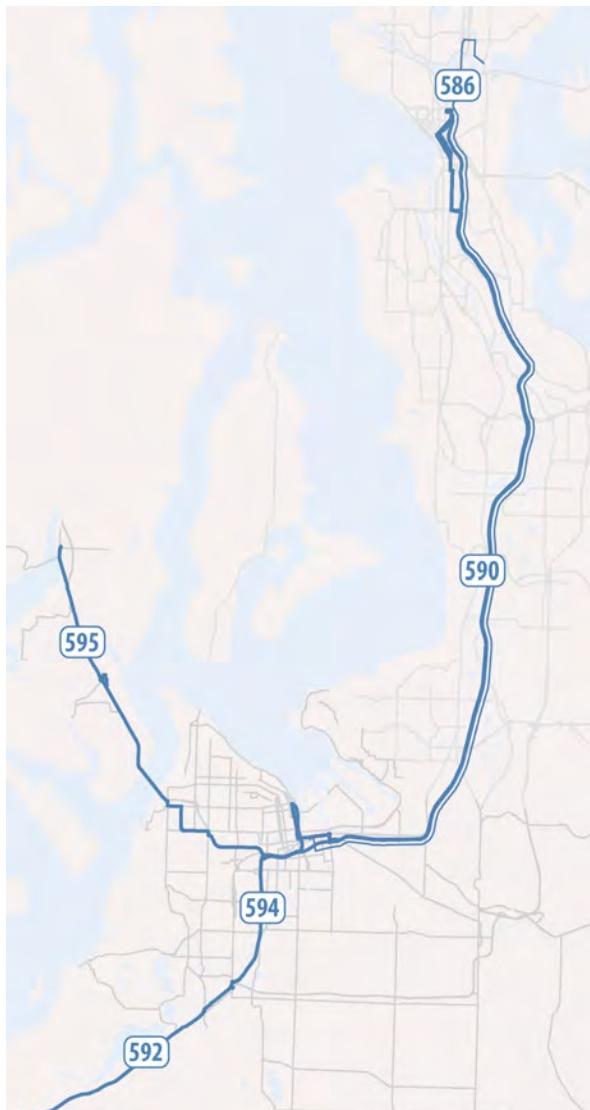
Tradeoffs

- Route 578 trips may be more full with riders who previously used suspended trains to access Auburn, Sumner and Puyallup stations.

Routes 586/590/592/594/595

Pierce County – Seattle

Current



Future Route Map



Summary of Changes

UPDATED Route 586

- REVISED: To improve performance on the route and to mitigate suspension of KCM Route 197, introduce stop at Federal Way Transit Center Discontinue Service

Route 590

- Improve frequency to accommodate ridership demand

Route 592

- No changes

Route 594

- No changes

Route 595

- Add stop at Tacoma Dome

UPDATED Route 586 (Rush hour only) : Tacoma – University District

Upcoming Service Changes

- **September 2020:** Daily weekday trips reduced from 16 to 14.
- **March 2021 Proposal:** Maintain September 2020 levels. Add stop at Federal Way Transit Center.
- **September 2021 Proposal:** Discontinue Service. Continue September 2020 levels with stop at Federal Way Transit Center.

Route 586	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM	30 min.	30 min.	30 min.	30 min.
	AM Rush	30 min.	30 min.	30 min.	30 min.
	PM Rush	30 min.	30 min.	30 min.	30 min.

Route 590 (Rush hour only) : Tacoma – Seattle

Upcoming Service Changes

- **September 2020:** Daily weekday trips reduced from 76 to 61.
- **March 2021 Proposal:** Maintain September 2020 service levels.
- **September 2021 Proposal:** Maintain September 2020 service levels.

Route 590	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM	10 min.	15 min.	10 min.	10 min.
	AM Rush	8 min.	8 min.	8 min.	8 min.
	PM Rush	6 min.	8 min.	6 min.	6 min.

Route 592 (Rush hour only) : DuPont/Lakewood – Seattle

Upcoming Service Changes

- **September 2020:** Daily weekday trips reduced from 31 to 24.
- **March 2021 Proposal:** Maintain September 2020 service levels.
- **September 2021 Proposal:** Maintain September 2020 service levels.

Route 592	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM	20 min.	20 min.	20 min.	20 min.
	AM Rush	15 min.	20 min.	20 min.	20 min.
	PM Rush	15 min.	20 min.	20 min.	20 min.

Route 594 : Lakewood – Seattle

Upcoming Service Changes

- **September 2020:** Continue operating full service with 66 daily weekday trips.
- **March 2021 Proposal:** Maintain September 2020 service levels.
- **September 2021 Proposal:** Maintain September 2020 service levels.

Route 594	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	All day	30 min.	30 min.	30 min.	30 min.
How often do buses run on Saturdays?	All day	30 min.	30 min.	30 min.	30 min.
How often do buses run on Sundays?	All day	30 min.	30 min.	30 min.	30 min.

Route 595 (Rush hour only): Gig Harbor – Seattle

Upcoming Service Changes

- **September 2020:** Daily weekday trips reduced from 10 to 6.
- **March 2021 Proposal:** Continue September 2020 levels. Add new stop at Tacoma Dome Station.
- **September 2021 Proposal:** Continue September 2020 levels with stop at Tacoma Dome Station.

Route 595	Time of Day	March 2020	September 2020	March 2021 Adopted	September 2021 Adopted
How often do buses run on weekdays?	Early AM/AM Rush	30 min.	60 min.	60 min.	60 min.
	PM Rush	30 min.	60 min.	60 min.	60 min.

Why are we proposing these changes?

- *The original Route 586 proposal sought to reduce duplication in services and reinvest in Route 590 service to Seattle. However, the overwhelming majority of comments looked to keep this service. To improve productivity of the corridor and to relieve ridership demand on Route 577 during peak periods, Route 586 would add a stop at Federal Way Transit Center.*
- Routes 590 and 594 had higher ridership compared to other routes during the COVID-19 pandemic. As such, Routes 590 and 594 would continue to have higher levels of service.
- Route 595 has both historically and currently had low ridership. Adding a stop at Tacoma Dome Station would allow for additional capacity on the Seattle-Tacoma corridor while conserving resources. Currently Pierce Transit 102, which operates between Gig Harbor and Tacoma, is suspended. Adding a stop at Tacoma Dome Station would provide a replacement for this suspended route.

What does this mean for riders?

Benefits

- Route 595 serving Tacoma Dome Station would restore a service option between Gig Harbor and Tacoma, which has remained suspended (Pierce Transit 102).
- Routes 590/594 would continue to have high levels of service throughout the day, matching the demand on these routes.
-

Tradeoffs

- Route 592 passengers would have longer wait times.
- Route 595 passengers would experience fuller trips and slightly longer trip times with the additional stop.
- Route 586, which is now restored, would also make a stop at Federal Way and have longer travel times between Tacoma and the U District

Title VI evaluation

Route 586

- Disparate impact - the change impacts an area with a minority population of 45.4%, higher than the Sound Transit District average of 39.7%.
- Disproportionate burden - the change impacts an area with a low-income population of 33.7%, higher than the Sound Transit District average of 16.4%.
- Due to the determination of both a disparate impact and disproportionate burden, results from public input and a review of alternatives will help shape the final proposal.

Route 592

- Disparate impact - the change impacts an area with a minority population of 47.1%, higher than the Sound Transit District average of 39.7%.
- Disproportionate burden - the change impacts an area with a low-income population of 25.4%, higher than the Sound Transit District average of 16.4%.
- Due to the determination of both a disparate impact and disproportionate burden, results from public input and a review of alternatives will help shape the final proposal.

Route 595

- No disparate impact - the change impacts an area with a minority population of 35.5%, lower than the Sound Transit District average of 39.7%.
- Disproportionate burden - the change impacts an area with a low-income population of 19.7%, higher than the Sound Transit District average of 16.4%.
- Due to the determination of a disproportionate burden, results from public input and a review of alternatives will help shape the final proposal.

What did we hear from the public?

Route 586

- We received over 50 comments related to the elimination of Route 586 in the draft service proposal, most of which requested Sound Transit maintain Route 586.
- When asked whether changes to bus service related to the Northgate Link Extension met their needs, 47% of Route 586 riders indicated "No" compared to 25% for "Yes". The remainder indicated "I don't know" or "Not applicable".

Representative comments:

- *"Keep the 586, even if it is fewer trips a day. The 590 + light rail isn't really an equal replacement when counting the time it takes to disembark, cross the tracks, wait for a light rail, etc. Particularly when the light rail has had some issues with overcrowding and disrupted service in the past."*
- *"Commuting from the south sound (Tacoma) to the UW can be very complex without bus 586. Please keep in mind how many people currently (and in the future) commute from the south to the UW for employment, school and medical care."*

Routes 590/592/594/595

- Most comments actually expressed concern regarding reduced Sounder service, and desired the restoration of pre-pandemic of bus and train service levels.
- One comment expressed approval of deviating Route 595 to Tacoma Dome Station.

How has the plan changed since the initial proposal?

Originally, we had proposed discontinuing Route 586. Due to a strong response for customers uncomfortable with the transfer, our new proposal is to retain September 2020 service levels on Route 586 while introducing a new stop at Federal Way Transit Center in order to accommodate passengers who previously rode the now-suspended Route 197.

Appendix - 2021 Service Plan Survey Responses

Current ridership trends

How has your transit use changed due to COVID-19 pandemic?
n= 1,506

Response	Percent	Responses
My transit use hasn't changed	20.3%	306
I use transit less frequently	35.5%	534
I no longer use transit at all	41.4%	623
I did not use transit before	2.9%	43

Why has your transit use changed or not changed due to the COVID-19 pandemic? n=1,470

Response	Percent	Responses
My transit use has changed because I'm making fewer trips. (Example: I'm teleworking.)	68%	1,000
My transit use has changed because I'm using another travel mode. (Example: I'm driving to work instead of taking the bus.)	27%	395
My transit use has not changed because I use transit for everyday necessities. (Example: I still use the bus to travel to work and to the grocery store.)	21%	308

How did you get to your ST transit stop before COVID-19?
n=1,411

Response	Percent	Responses
Walked	56.7%	800
Biked	10.3%	145
Connected by bus	36.9%	521
Parked personal vehicle at transit location	32.6%	460
Water taxi / ferry	1.4%	20
Dropped off by someone else	12.6%	178
Carpool/vanpool	2.5%	35
other (write in): Responses included driving to transit stop, taking rideshare and using Via to Transit.	3.3%	46

How did you get to your ST transit stop now? n=1,225

Response	Percent	Responses
Walk	54.4%	666
Bike	8.4%	103
Connecting by bus	23.6%	289
Park personal vehicle at transit location	25.2%	309
Water taxi / ferry	0.9%	11
Drop off by someone else	9.5%	116
Carpool/vanpool	0.9%	11
other (write in): Responses indicated they are not taking transit now	13.8%	169

How do you think you'll use transit in the future when pandemic conditions improve? n=1,462

Response	Percent	Responses
I used to commute daily on transit, but I think I'll only go to work a few days a week or much less often.	33.5%	490
I'll use transit the same as today, and potentially more.	53.8%	787
I don't think I'll use transit regularly.	12.7%	185
I don't think I'll use transit for commuting, but I will use it for running errands or accessing services.	10.5%	153

Where do you travel on transit? n=1,315

Response	Percent	Responses
Work or school	82.1%	1,079
Shopping (grocery stores, retail stores, malls, etc.)	41.8%	550
Recreation or entertainment (parks, movie theaters, etc.)	53.5%	704
Medical services (hospitals, doctor appointments, dentist, etc.)	38.8%	510
Other services (libraries, food banks, etc.)	27.2%	358
Other - Write In: Responses included airport, events/sports games and visiting friends/family	7.9%	104

What days of the week and times of day do you typically use transit? n=1,305

Response	Percent	Responses
Monday - Friday	95.1%	1,241
Saturdays	47.7%	623
Sundays	37.8%	493

How do you usually pay for your bus ride? n=1,350

Response	Percent	Responses
Employer-provided ORCA	53.1%	717
ORCA account that I pay for (does not include ORCA LIFT)	36.3%	490
Student ORCA	2.5%	34
ORCA LIFT	3.9%	52
Cash	3.3%	45
Human Services tickets	0.1%	2
Transit GO Ticket app	0.9%	10

Service Plan Proposal

How understandable was the information presented in our 2021 Service Plan proposal? n=1,351

Response	Percent	Responses
Completely confusing	3.3%	45
Somewhat confusing	10.4%	141
Somewhat understandable	35.2%	476
Completely understandable	43.4%	586
Don't know	7.6%	103

Can you explain why you selected that answer? n=414

- People who found the information somewhat understandable or completely understandable noted the following:
 - Unfamiliar with some of the routes.
 - Information was too hard to understand, complicated, included too much jargon.
 - Maps or visuals could have helped.
 - Request for new schedules, identification of specific changes, and the reasoning behind the reductions.
 - People who found the information somewhat confusing or completely confusing noted the following:
 - Information was too long, too complicated, used jargon, and was not understandable to the average rider.
 - Hard to understand the changes, side-by-side tables of existing and proposed would have been helpful.
 - Including maps or visuals alongside information would have helped many people understand the information.

- People who answered "I don't know" or left the question blank noted the following:
 - Didn't read the information: It was too long, information was too intimidating or didn't have time to read it.
 - Don't ride those routes so not applicable to them.

Proposal feedback

Once the Northgate Link Extension open in the fall of 2021, we'll shift ST Express bus service serve our three new light rail stations (Northgate, Roosevelt, and U District).

Do the updated transit options in this proposal meet your travel needs? n= 1,361 (+13 in-language responses)

Response	Percent	Responses
Yes	27.5%	374 (+5 in-language)
No	14.8%	202 (+2 in-language)
I don't know	17.6%	240 (+3 in-language)
Not applicable	40.0%	545 (+4 in-language)

Of those who answered no, the updated transit options in the proposal does NOT meet travel needs:

- Minorities: those who consider themselves Hispanic/Latinx, Black or African American, Asian or Asian American, Native Hawaiian or other Pacific Islander, and/or American Indian or Alaskan Native (n= 99, including in-language responses)
 - Many have employer-provided ORCA cards, however, others have an ORCA account they pay for themselves that does not include ORCA LIFT.
 - Many found the information provided by the service plan to be somewhat understandable, with others finding the information

completely understandable – though several marked somewhat confusing and a few marked completely confusing.

- Suggestions included adding graphics and using minimal text.
- Improve presentation of information by clearly showing the differences.
- Many have been negatively affected by the emergency reductions due to COVID, stating unreliable travel times, increased commute times, and over-crowded buses.
- Preference for direct routes and minimal transfers.
- Preference for routes 510, 511, 512, 513, 522 to keep current service.
- Request for increased frequency of Link light rail and Sounder train.
- Request for evening and weekend services for light rail and buses.
- Low English Proficiency: those who answered “Not very well” or “Not at all” regarding how well they speak English (n= 10, including in-language responses)
 - Payment method is a mix of employer-provided ORCA card, ORCA LIFT, Transit GO ticket app, and cash.
 - Many found the information provided by the service plan to be somewhat to completely understandable, while a few found the information somewhat confusing.
 - Many have been negatively affected by the emergency reductions due to COVID, stating unreliable travel times.
 - Preference for direct routes, with specific call-out to routes 513

and 522.

- Request for increased weekend service for route 512.
- Low-income: based on number of persons in household under 150% poverty level (n= 19, including in-language responses)

Persons in household	<150% poverty level
1-person household	\$19,140
2-person household	\$25,860
3-person household	\$32,580
4-person household	\$39,300
5-person household	\$46,020
6-person household	\$52,740

- o Many have an ORCA account they pay for themselves that does not include ORCA LIFT.
- o Many found the information provided by the service plan to be somewhat to completely understandable, though a few marked somewhat to completely confused.
- Suggestions included the need for explaining connections with display of current and proposed times of services.
- o Many have been negatively affected by the emergency reductions due to COVID, stating unreliable transit service and concerns for safety.
- o Preference for direct routes to downtown Seattle, highlighting the need for service expansion and not shifting of services.
- o Request to keep the same services (current bus routes).
- o Request for more frequent services across the board.
- o Concerns of increased travel times with proposed plan.

Responses sorted by bus routes

Below are the overall themes from the comments received for each open-ended question, organized by bus route. Survey respondents could choose more than one route so open-ended comment responses may be captured in several different routes.

Route 510 - 116 responses

Once the Northgate Link Extension open in the fall of 2021, we'll shift ST Express bus service serve our three new light rail stations (Northgate, Roosevelt, and U District). Do the updated transit options in this proposal meet your travel needs? n= 115

- 39 people indicated the updated transit options would NOT fit their needs.

If no, what would make service work better for you? n= 34

- Preference for keeping direct service from Everett to downtown Seattle.
- Request for more parking.
- Request for more frequent ST Express trips before 6 a.m. and after 7 p.m.
- Fewer transfers are better for those who need ADA assistance; transfers can lead to longer wait times and more difficult/challenging commutes for those with ADA needs.

Please share any additional feedback you may have regarding our proposed 2021 Service Plan? n= 50

- Preference to keep direct routes to Seattle.
- Request for more frequent Link light rail service.
- Request for more reliable departure times for any service schedule.
- Request for more commuter routes accessible on foot.

- Interest in expanding service to better connect cities in Snohomish County.
- Concern that transfer at Northgate will increase travel time significantly.
- Excitement for more Link light rail service and opening of the Northgate station.

How have the emergency reductions in service due to COVID-19 affected you? n= 79

- Some riders are teleworking or going to school remotely so the changes have not affected them.
- Those that still ride shared concerns about planning their transit trips: Trips take longer, transit is less reliable, they wait longer during transfers, and long transfer times feel unsafe late at night. Transit reductions have been painful.
- People feel less likely to take transit because it is less reliable.
- Concerns about safety riding transit during a pandemic.
- Buses are over-crowded.

Looking at our proposed service changes in the chart below, do you have suggestions for other potential mitigation efforts we should consider? n= 56

- Preference for continued direct service to/from Seattle on route 510.
- Request for more frequent trips (ST Express buses, Link light rail, and Sounder).
- Request for restrooms at light rail stations.
- Request for more reliable schedules.
- Request to not drop the 145th Street stop on north-end routes.
- Request for secure bike parking at a variety of locations, including

transit centers and park and rides.

- Request for better connections between Mukilteo and Lynnwood/Northgate.

Do you have any additional comments on the proposed service changes? n= 44

- Many responses noted they did not have additional feedback.
- Request for more transit service all hours of the day.
- Request for more midday frequency on Link light rail service.
- Concern over Sounder North reductions; preference for service up to eight (8) trips.
- Concern for riders residing in Edmonds if Sounder North line is reduced.

Route 511 - 124 responses

Once the Northgate Link Extension open in the fall of 2021, we'll shift ST Express bus service serve our three new light rail stations (Northgate, Roosevelt, and U District). Do the updated transit options in this proposal meet your travel needs? n= 122

- 44 people indicated the updated transit options would NOT fit their needs.

If no, what would make service work better for you? n= 41

- Preference for more direct routes to downtown Seattle and eliminate transfers.
- Request for more connections to University District in Seattle.
- Concern over increased travel times with proposed changes.
- Preference to keep service as-is.
- Request for increased frequency of services.
- Request for more direct services between downtown Seattle, Lynnwood, and/or Mountlake Terrace centers.
- Request for more parking.
- Request for early morning and late evening express trips.

Please share any additional feedback you may have regarding our proposed 2021 Service Plan? n= 59

- Some riders expressed support or understanding for transfers to Northgate Link
- Many riders expressed preference for direct routes to downtown Seattle.
- Request for agency partnership to expand VIA shuttle service.
- Request for increased frequency of Link light rail.
- Request for better notification of service changes.

How have the emergency reductions in service due to COVID-19 affected you? n= 86

- Many riders are teleworking or going to school remotely so the changes have not affected them.
- Some riders have shifted to using personal vehicles or bike to travel.
- Those that still ride shared concerns about longer waits during transfers, having to walk farther to different bus routes, and difficulty in finding accurate next bus information.
- Reductions in light rail service make using the light rail much less convenient.
- Frustration with over-crowded buses and light rail and lack of mask enforcement.

Looking at our proposed service changes in the chart below, do you have suggestions for other potential mitigation efforts we should consider? n= 60

- Many responses noted no additional feedback.
- Request to provide more reliable schedules.
- Preference for fastest/most-direct routes.
- Request for increased Sounder services.
- Request for public restrooms at Link light rail stations.
- Concern for Mukilteo and Edmonds riders due to fewer Sounder runs.
- Some survey users noted they are unable to see the chart with proposed service changes via mobile view.

Do you have any additional comments on the proposed service changes? n= 44

- Many responses noted no additional feedback.
- Request to expand VIA service to all Link light rail stations.

- Request for additional services throughout the day to accommodate hospital, airport, or other 24-hour entities.
- Request for increase of Sounder train frequency.
- Concern over rerouting to transfer to light rail.

Route 512 - 225 responses

Once the Northgate Link Extension open in the fall of 2021, we'll shift ST Express bus service serve our three new light rail stations (Northgate, Roosevelt, and U District). Do the updated transit options in this proposal meet your travel needs? n= 222

- 63 people indicated the updated transit options would NOT fit their needs.

If no, what would make service work better for you? n= 59

- Preference for direct routes to downtown Seattle.
- Concern over increased travel time with proposed service changes.
- Frustration over lack of reliability of light rail.
- Preference for Route 512 to stop at NE 145th.
- Concern over ADA accessibility with proposed transfer changes.

Please share any additional feedback you may have regarding our proposed 2021 Service Plan? n= 96

- Some riders expressed support and understanding for bus to light rail transfers.
- Many riders prefer direct routes with minimal to no transfers.
- Concern over number of buses running through the Mountlake Terrace freeway station; stating ADA accessibility needs.
- Request to expand services to better connect other cities in Snohomish County.
- Request for increased frequency of services.
- Request to improve weekend services.

How have the emergency reductions in service due to COVID-19 affected you? n= 157

- Many riders are teleworking or going to school remotely so the changes have not affected them.
- Many riders noted changes have not affected them.
- Some riders have shifted to using personal vehicles or bike to travel.
- Those that still ride shared concerns about longer waits during transfers, having to walk farther to different bus routes, and difficulty in finding accurate next bus information.
- Reductions in light rail service make using the light rail much less convenient.
- Frustration with over-crowded buses and light rail and lack of mask enforcement.

Looking at our proposed service changes in the chart below, do you have suggestions for other potential mitigation efforts we should consider? n= 104

- Many responses noted no additional feedback.
- Some survey users could not view the chart of proposed service changes.
- Request to keep the 145th Street stop.
- Request for better connections between Mukilteo and Lynnwood/ Northgate.
- Concern over fares during transfers.
- Preference for direct routes to downtown Seattle.
- Request to increase North and South Sounder capacities.

Do you have any additional comments on the proposed service changes? n= 79

- Many responses noted no additional feedback.
- Concern over Sounder North reductions.
- Request for better midday frequency for Link light rail.
- Frustration over proposed bus to light rail transfers.
- Appreciation for making Title VI impacts more prominent.
- Request for increased early morning, late evenings, and weekend services.

Route 513 - 71 responses.

Once the Northgate Link Extension open in the fall of 2021, we'll shift ST Express bus service serve our three new light rail stations (Northgate, Roosevelt, and U District). Do the updated transit options in this proposal meet your travel needs? n= 70

- 24 people indicated the updated transit options would NOT fit their needs.

If no, what would make service work better for you? n= 23

- Preference for direct service from Everett to downtown Seattle.
- Request for more connections to the University District.
- Request for more stops at Mountlake Terrace freeway station.
- Preference for fewer transfers, especially for ADA accessibility.
- Frustration with over-crowded buses.
- Request for increased frequency of services.

Please share any additional feedback you may have regarding our proposed 2021 Service Plan? n= 34

- Some riders expressed support and/or understanding for bus to light rail transfers to decrease congestions.
- Many riders prefer direct routes with minimal to no transfers.
- Request for increased midday service (hourly frequencies) for Route 513.

How have the emergency reductions in service due to COVID-19 affected you? n= 51

- Many riders are teleworking or going to school remotely so the changes have not affected them.
- Many riders noted changes have not affected them.
- Some riders have shifted to using personal vehicles or bike to travel.

- Those that still ride shared concerns about longer waits during transfers, having to walk farther to different bus routes, and difficulty in finding accurate next bus information.
- Reductions in light rail service make using the light rail much less convenient.
- Frustration with over-crowded buses and light rail and lack of mask enforcement.

Looking at our proposed service changes in the chart below, do you have suggestions for other potential mitigation efforts we should consider? n= 35

- Many responses noted no additional feedback.
- Some survey users could not view the chart of proposed service changes.
- Request to keep 145th Street stop.
- Request for more reliable schedules.
- Preference for fastest, most direct route with minimal to no transfers.

Do you have any additional comments on the proposed service changes? n= 27

- Many responses noted no additional feedback.
- Restore 1705 and 1510 trains.
- Request for more transit service throughout the day to better serve hospitals, airports, and other 24-hour entities.
- Preference to keep direct routes.
- Request for more frequent services four Route 513, more park and rides, and rapid bus transit.
- Concern over Mukilteo and Edmonds riders to mitigate reduced Sounder services.

Route 522 - 141 total responses.

Once the Northgate Link Extension open in the fall of 2021, we'll shift ST Express bus service serve our three new light rail stations (Northgate, Roosevelt, and U District). Do the updated transit options in this proposal meet your travel needs? n= 140

- 40 people indicated the updated transit options would NOT fit their needs.

If no, what would make service work better for you? n= 36

- Preference for current service.
- Request for 522 to run to University District.
- Request for more frequent Link light rail service.
- Preference for direct routes, without a transfer to light rail.
- Request for better service between Bothell and Bellevue on the weekends.

Please share any additional feedback you may have regarding our proposed 2021 Service Plan? n= 72

- Interest in interactive map of bus routes.
- Interest in earlier Link light rail operation.
- Interest in increased frequency of routes servicing Snohomish County.
- Interest in increase of Link light rail frequency; with less than 6 to 8-minute intervals during peak hours and 10 to 15-minute intervals during off-peak hours.
- Preference for station amenities to include adequate room/ accommodation for car-based drop-offs, covered and secure bicycle stands, and parking.
- Interest in weekend Bothell-Kenmore-Northgate routes.
- Frustration over current unreliable wait times of Link light rail.

- Concern over proposed changes lengthening riders' commute times.
- Concern over required transfer at Roosevelt Station increasing commute times and will not be accessible for all riders.

How have the emergency reductions in service due to COVID-19 affected you? n= 103

- Some riders are teleworking or going to school remotely so the changes have not affected them.
- Those that still ride shared concerns about longer waits during transfers, having to walk farther to different bus routes, and difficulty in finding accurate next bus information.
- Reductions in light rail service make using the light rail much less convenient.
- Frustration with over-crowded buses and light rail.

Looking at our proposed service changes in the chart below, do you have suggestions for other potential mitigation efforts we should consider? n= 68

- Many responses indicated no additional suggestions.
- Preference for more reliable schedules.
- Interest in adding shuttle from Renton Transit Center to Rainier Beach light rail station.
- Preference to not reduce frequency of service across all systems.
- Preference to keep Route 522 as-is.
- Interest in increasing Link light rail frequency, especially off-peak and weekends.
- Concern over accessibility of transfers.

Do you have any additional comments on the proposed service changes? n= 51

- Many responses noted they did not have additional feedback.
- Concern over catching the Sounder South in the evenings.
- Interest in adding shuttle to Rainier Beach light rail station from Renton Transit Center.
- Comment on the financial burden to low income and disabled riders to be forced onto light rail.
- Preference to streamline service; concern over Route 522 adding a transfer at Roosevelt since it will require a walk between bus and station.
-

Route 542

- 103 total responses.

Once the Northgate Link Extension open in the fall of 2021, we'll shift ST Express bus service serve our three new light rail stations (Northgate, Roosevelt, and U District). Do the updated transit options in this proposal meet your travel needs? n= 100

- 17 people indicated the updated transit options would NOT fit their needs.
- If no, what would make service work better for you? n= 16
- Preference to keep the current service unchanged.
- Preference for increased frequency of Link light rail service.
- Interest in increased frequency of Route 542, preferably every 5 – 10 minutes.
- Interest in more connections to the University District in Seattle.

Please share any additional feedback you may have regarding our proposed 2021 Service Plan? n= 38

- One rider indicated preference for shortening Route 542, with request to partner with SDOT to considering putting bus-only lanes on 15th Ave NE.
- Request for fare cost transparency.
- Request for simplified version of Service Implementation Plan, with graphics and minimal text in addition to the formal document.
- Request for adequate bike lockers at Roosevelt station.

How have the emergency reductions in service due to COVID-19 affected you? n= 67

- Some riders are teleworking or going to school remotely so the changes have not affected them.

- Those that still ride shared concerns about planning their transit trips: Trips take longer, transit is less reliable, they wait longer during transfers, and long transfer times feel unsafe late at night. Transit reductions have been painful.
- People feel less likely to take transit because it is less reliable.
- Frustration over 30 minutes wait times between Link light rail ride times.
- Concerns about safety riding transit during a pandemic.
- Comment about how low-income community affected due to no longer wanting to use transit.

Looking at our proposed service changes in the chart below, do you have suggestions for other potential mitigation efforts we should consider? n= 38

- Many responses noted they did not have additional feedback.
- Request for Link light rail frequency to be consistent all day and into the late evening.
- Request for increased frequency across all services.
- Request to consider low-income communities who do not have vehicles and rely solely on public transit; consider offering pick-up ORCA lift service similar to DART/ADA buses.
- Many responses noted they could not view the chart included.

Do you have any additional comments on the proposed service changes? n= 28

- Many responses noted they did not have additional feedback.
- Preference for increased frequency of Link light rail service.
- Preference to not reduce Sounder North or South services.

- Request to invest more in South King County and Pierce County.
- Request for flexibility as pandemic issues ease; concern over locking into low-service levels through the end of 2021 without exception.
-

Route 555

- 57 total responses.

Once the Northgate Link Extension open in the fall of 2021, we'll shift ST Express bus service serve our three new light rail stations (Northgate, Roosevelt, and U District). Do the updated transit options in this proposal meet your travel needs? n=56

- 14 people indicated the updated transit options would NOT fit their needs.

If no, what would make service work better for you? n=14

- Preference for one-seat ride with no transfers.
- More frequent bus and light rail service.
- Request that 555/556 service remain unchanged until East Link opens.

Please share any additional feedback you may have regarding our proposed 2021 Service Plan? n=24

- Interest in more frequent Link light rail service (10-minute headways or less).
- Interest in direct bus routes because of added transit time when transferring from bus to light rail.
- Preference for more bus service during off-peak times to serve people shopping or traveling to jobs that are not typical 9-5 jobs.
- Interest in shuttles or Via-type service to get people to bus stops or train stations.

How have the emergency reductions in service due to COVID-19 affected you? n=38

- Some riders are teleworking or going to school remotely so the changes have not affected them.
- Those that still ride shared concerns about planning their transit trips: Trips take longer, transit is less reliable, they wait longer during transfers, and long transfer times feel unsafe late at night. Transit reductions have been painful.
- People feel less likely to take transit because it is less reliable.
- Concerns about safety riding transit during a pandemic.

Looking at our proposed service changes in the chart below, do you have suggestions for other potential mitigation efforts we should consider? n=22

- Interest in more Sounder trips.
- Request to serve Microsoft campus directly to limit amount of time riders (especially women) need to walk for safety reasons.
- Request for restrooms at light rail stations.
- Request for reliable next bus or train arrival information.
- Interest in on-demand shuttle service to serve bus stops and train stations.
- Interest in citizen support rather than law enforcement.
- Some survey users noted they are unable to see the chart with proposed service changes.

Do you have any additional comments on the proposed service changes? n=13

- Many responses noted they did not have additional feedback.
- Request for increased service in downtown Bellevue.

- Interest in all-day / late at night service for people traveling to the airport or that work in hospitals.
- Request that Sound Transit focus on more mobility over budget concerns.
-

Route 556

- 59 total responses.

Once the Northgate Link Extension open in the fall of 2021, we'll shift ST Express bus service serve our three new light rail stations (Northgate, Roosevelt, and U District). Do the updated transit options in this proposal meet your travel needs? n=59

- 13 people indicated the updated transit options would NOT fit their needs.

If no, what would make service work better for you? n=12

- Preference for one-seat ride with no transfers.
- More frequent bus and light rail service.
- Request that 555/556 service remain unchanged until East Link opens.
- Easier access in getting to / using light rail service for people that are blind.
- Cost of riding light rail is a barrier.

Please share any additional feedback you may have regarding our proposed 2021 Service Plan? n=25

- Interest in more frequent Link light rail service (10-minute headways or less).
- Concern that light rail stations are farther from University District destinations (compared to bus stops).

- Preference for more bus service during off-peak times, including minimizing cuts to routes 554 and 556.

How have the emergency reductions in service due to COVID-19 affected you? n=41

- Some riders are teleworking or going to school remotely so the changes have not affected them.
- Those that still ride shared concerns about longer waits during transfers, having to walk farther to different bus routes, and difficulty in finding accurate next bus information.
- Former riders are choosing to drive because it is faster.
- Reductions in light rail service make using the light rail much less convenient.

Looking at our proposed service changes in the chart below, do you have suggestions for other potential mitigation efforts we should consider? n=27

- Request for more Sounder trips.
- Request for no changes to park and ride fees.
- Request for 10-minute or less headways for light rail so that it is more convenient for transfers.
- Request for on-demand transit or van service to serve bus stops and train stations.
- Service proposals do not increase riders' quality of life or make transit convenient.

Do you have any additional comments on the proposed service changes? n=19

- Many responses noting they did not have additional feedback.
- Request that bus arrival times and light rail departure times are better aligned.

- Interest in all-day service.
- Request for more Sounder service.
- Request to keep service on route 586.
- Concern about cost of light rail (more expensive than riding the bus).
-

Route 586

- 36 total responses
- Once the Northgate Link Extension open in the fall of 2021, we'll shift ST Express bus service serve our three new light rail stations (Northgate, Roosevelt, and U District). Do the updated transit options in this proposal meet your travel needs? n=36
- 17 people indicated the updated transit options would NOT fit their needs.

If no, what would make service work better for you? n=15

- Keep the 586 service as-is.
- o Do not want to transfer in Seattle to light rail for safety reasons.
- o Transfers will add more time to people's daily commute.
- o Cannot ride light rail for medical reasons.

Please share any additional feedback you may have regarding our proposed 2021 Service Plan? n=23

- Concern about changes to 586: Direct service is currently very convenient for riders going to UW, transfers would increase commute time for riders, and conveniently serves buildings on UW campus.
- Concern that changes to 586 and similar routes will make it harder for people to travel, especially people that live farther from Seattle where housing is more affordable.

- Request for no changes to 586 until light rail opens between Seattle and Tacoma.
- Concern about overcrowded buses post-pandemic.
- Request to prioritize transit and service changes to serve people with low incomes that have fewer travel choices.

How have the emergency reductions in service due to COVID-19 affected you? n=23

- Some riders are teleworking or going to school remotely so the changes have not affected them.
- Former transit riders are driving their cars more because it is faster / more reliable but also costs more in gas.
- People using transit have had to adjust their travel times.
- Concerns about safety riding during the pandemic.

Looking at our proposed service changes in the chart below, do you have suggestions for other potential mitigation efforts we should consider? n=18

- Request for no cuts to transit service.
- Request for identifying more sources for transit funding.
- Request for on-demand shuttle service to serve bus stops.
- Request for increased service on route 590.

Do you have any additional comments on the proposed service changes? n=13

- Many responses noting they did not have additional feedback.
- Request to not cut service for routes in Tacoma.
- Request for additional Tacoma Dome stop for route 582.
- Request for more all-day service.
-

Other routes

- 185 total responses. Of these, some people chose to write-in the route they typically use. Routes mentioned most frequently included #545, 550, 554, 590 and 594.

Once the Northgate Link Extension open in the fall of 2021, we'll shift ST Express bus service serve our three new light rail stations (Northgate, Roosevelt, and U District). Do the updated transit options in this proposal meet your travel needs? n=181

- 22 people indicated the updated transit options would NOT fit their needs.

If no, what would make service work better for you? n=20

- Preference for direct routes with no transfers: Included mention of buses directly serving downtown, South Lake Union, and UW. Request for no changes to service on 586, 532, 535, 542.
- More frequent service, including on Link light rail.
- Request to restore 2:35 pm Sounder service.

Please share any additional feedback you may have regarding our proposed 2021 Service Plan? n=82

- Interest in direct routes: People liked having the choice between riding the bus or the light rail (not having to ride both). People also shared concerns about transferring (distance to walk, time it takes and potentially missed connections, less complicated to remain on one bus).
- Interest in more Sounder service: Including early afternoon service, service to meet ridership demand post-pandemic, and need for queue management on Sounder platforms.
- Interest in more frequent Link light rail service: Makes it easier to transfer from buses to light rail.

- Interest in limiting service reductions and maintaining service on various routes: Referenced routes included 544, 513, 542, 590, 586. Request for additional service in Renton, Issaquah and Pierce County.

How have the emergency reductions in service due to COVID-19 affected you? n=139

- Many riders are teleworking or going to school remotely so the changes have not affected them.
- Those that still ride shared concerns about planning their transit trips: Trips take longer, they have to transfer because of service reductions, they wait longer during transfers, it is harder to plan transit travel, and taking transit is more stressful.
- Riders also shared concern about the difficulty in getting to work. Some have to request rides from friends or coworkers or pay for rideshare.
- Former transit riders are driving their personal cars more often.
- People also cited safety concerns about riding transit during the pandemic (not enough mask use and concern about virus spread).

Looking at our proposed service changes in the chart below, do you have suggestions for other potential mitigation efforts we should consider? n=95

- Many responses noting they did not have additional feedback.
- Concern about crowded busses and request that drivers prioritize entry for people with disabilities.
- Concern about cost of transfers (between King County Metro and Sound Transit routes).
- People requested more service: Included request for more Sounder trips and more transit service during off-peak hours and weekends to provide more options for riders.

Do you have any additional comments on the proposed service

changes? n=67

- Many responses noting they did not have additional feedback.
- People requested more service: Included request for more Sounder trips and more transit service during off-peak hours and weekends to provide more options for riders.

"Route Left Blank"

650 people did not indicate which route they currently ride.

- Once the Northgate Link Extension open in the fall of 2021, we'll shift ST Express bus service serve our three new light rail stations (Northgate, Roosevelt, and U District). Do the updated transit options in this proposal meet your travel needs? n=120
- 7 people indicated the updated transit options would NOT fit their needs.
- If no, what would make service work better for you? n=4
- More frequent Link light rail service.
- More off-peak bus service, including Sounder service in the afternoon.

Please share any additional feedback you may have regarding our proposed 2021 Service Plan? n=24

- Interest in direct routes: People concerned about longer waits in transferring and noted they were more likely to drive or not take transit.
- Interest in more Sounder service.
- Interest in more service leaving Seattle to minimize wait times in downtown because of safety concerns.
- Interest in more frequent Link light rail service: Headways longer than 10 minutes make the light rail unusable for transferring.

How have the emergency reductions in service due to COVID-19 affected you? n=76

- Riders are teleworking or going to school remotely so the changes have not affected them.
- Former riders choose to drive or not take rideshare.
- Transit trips are hard to plan and not reliable. Trips take longer and people are late to work.
- Preference for more frequent light rail service to minimize transfer time.

Looking at our proposed service changes in the chart below, do you have suggestions for other potential mitigation efforts we should consider? n=43

- Concern that the chart of changes was not easy to find on mobile devices in the survey.
- Interest in more service to limit crowded buses and providing service later at night.
- Preference for more frequent light rail service (10-minute headways) to minimize transfer time.

Do you have any additional comments on the proposed service changes? n=35

- Many responses noting they did not have additional feedback.
- Some people noted they did not have additional feedback.
- Concern about crowded buses and trains during pandemic.
- Interest in more frequent service and all-day service on light rail. Light rail is used by people making essential trips, not merely for commuters during peak hours.
- Concern about climate impacts if the region cuts transit options.
- I don't ride ST express buses

592 people answered they do not ride ST express buses.

- Once the Northgate Link Extension open in the fall of 2021, we'll shift ST Express bus service serve our three new light rail stations (Northgate, Roosevelt, and U District). Do the updated transit options in this proposal meet your travel needs? n=590
- 40 people indicated the updated transit options would NOT fit their needs.

If no, what would make service work better for you? n=32

- More frequent bus and Link light rail service (especially during off-peak hours).
- Request for bus service over a wider geographic area.
- Request for more parking at stations and more park and rides.

Please share any additional feedback you may have regarding our proposed 2021 Service Plan? n=174

- Support for increasing frequency of Link light rail, especially during off-peak hours and weekends: Reduced service makes commuting difficult and encourages personal vehicle use, increased frequency could help keep crowding down and ensure social distancing.
- Support for increasing frequency of Sounder train and bus service during off-peak hours: Including maintaining afternoon Sounder South trains (e.g. 2:35 pm and 3:15 p.m.) since waiting for the next train takes too long.
- Concern about cancelling or reducing off-peak service since transit is one of few ways people can get to work (especially for people travelling into/from Seattle).
- Ensure more timely Link light rail service.
- Concern about health and safety:

- o Request for more train cars on Link light rail to maintain social distancing.
- o Reluctance to ride Link light rail because social distancing and proper mask usage is not enforced.
- o Concern about cleanliness on buses and light rail.
- o Suggestions to improve safety on bus and link light rail by adding enforcement personnel.
- Appreciation for plan and Sound Transit services.
- Suggestions to change how information is presented: Interest in a website instead of PDF, maps and minimizing level of information shared.
- Requests to lower fares due to less frequent and less predictable service, especially on Link light rail.
- Requests for additional free and/or low-cost parking around stations.
- Support to reduce operational costs of Sound Transit to save money and maintain service.

How have the emergency reductions in service due to COVID-19 affected you? n=348

- People are either not working or are teleworking so changes have not affected them yet. Some people have started using non-transit options, like biking, personal vehicles, and walking if possible.
- People are avoiding transit due to crowding and COVID-19 risk.
- People find it challenging to plan their transit trips because of unpredictable service. May have to wait for the next bus/train if service reaches capacity or service doesn't arrive on time. People are frustrated if they have to wait longer and this lengthens their workdays.
- Sounder riders noticed that it is one of their few options/only option for commuting in/out of Seattle.

- People are concerned about health and safety: Concern about crowding and lack of mask enforcement and safety from violent or hostile riders.

Looking at our proposed service changes in the chart below, do you have suggestions for other potential mitigation efforts we should consider? n=231

- Many responses noting no additional feedback.
- Some people were not able to see the chart, some of whom noted they were using mobile devices.
- Interest in increased light rail service frequency and additional train cars so riders can spread out.
- Support for bringing back the Sounder South train that runs at 2:35 p.m.
- Support for fare enforcement for non-paying riders on buses.
- Request for reducing fares for people who have less income during the pandemic.

Do you have any additional comments on the proposed service changes? n=173

- Many responses noting no additional feedback.
- Suggestions for Sound Transit to better coordinate with King County Metro so riders don't have to wait long for transfer and to limit being "stranded" at stations.
- Support for increasing light rail frequency and ensuring more consistent service throughout the day (e.g. service at 10-minute intervals for 24 hours rather than increased service during peak hours).
- Curiosity whether Sound Transit has accounted for car travel increasing due to pandemic.
- Request for more accurate and updated service schedules.

Appendix - Definitions & methodology for Title VI Analysis

Policies and definitions

The section below describes Sound Transit's approved policies for conducting and identifying major service changes, as well as for assessing their impacts on Title VI populations.

Service standards and performance measures

Service standards and performance measures are a set of guidelines used to design, evaluate and modify transit service. The standards and measures establish baselines to obtain optimum efficiency and effectiveness in the system on a short-term basis, while maintaining or improving the quality of service. Planning and day-to-day management of transit service is based on the established service standards and performance measures. The guidelines provide a multi-step process to identify the level and type of service that should be provided, as well as a process to implement any changes needed to meet established priorities.

Service standards and performance measures define the criteria for making major or administrative service changes, as well as guidelines and driving factors for the type of changes needed to ensure Sound Transit services are meeting the demand for regional transit in the Puget Sound area.

Defining major service changes

Resolution R2013-18, adopted by the Sound Transit Board of Directors in 2013, established policies for conducting equity analyses of major service changes and assessing the impacts on minority and low-income populations. This policy defines a major service change as follows:

- Any single change in service on an individual bus or rail route that would add or eliminate more than 25 percent of the route's weekly platform service hours;
- and/or moving the location of a stop or station by more than a half mile;
- and/or closing or removing a stop or station without replacement within a half mile.

Fare equity analysis policy and methodology

Sound Transit Board of Directors Resolution R2013-19 established policies for conducting equity analyses of fare changes impacting minority and low-income populations.

The policy directs Sound Transit to conduct a fare equity analysis prior to making any fare change to analyze potential adverse effects on minority and low-income populations and establishes the following thresholds for determining whether the proposed fare change would have a disparate impact on minority populations and/or a disproportionate burden on low-income populations:

- A disparate impact occurs when the minority percentage of the population adversely affected by a fare change is greater than the average minority percentage of the population of Sound Transit's service area.
- A disproportionate burden occurs when the low income percentage of the population adversely affected by a fare change is greater than the average low income percentage of the population of Sound Transit's service area.

Per Sound Transit's policy, if any disparate impact or disproportionate burden is found during the fare equity analysis, Sound Transit will consider steps to avoid, minimize, or mitigate the adverse impacts and reanalyze the modified changes to determine if the impacts are removed or lessened.

Adverse Effects

The adopted Sound Transit major service change policy, described above, also defines potential adverse effects of major service changes and thresholds for determining whether the proposed service change would have a disparate impact on minority populations and/or a disproportionate burden on low-income populations. The definitions are as follows:

- A potential adverse effect is defined as a geographical or time-based addition or reduction in service which includes but is not limited to: changes to span of service, changes to frequency of service, or elimination of routes or route segments.
- A disparate impact occurs when the minority percentage of the population adversely affected by a major service change is greater than the average minority percentage of the population of Sound Transit's service area.
- A disproportionate burden occurs when the low-income percentage of the population adversely affected by a major service change is greater than the average low-income percentage of the population of Sound Transit's service area.

Per Sound Transit's policy, if any disparate impact or disproportionate burden is found during the service equity analysis, Sound Transit will consider steps to avoid, minimize, or mitigate the adverse impacts and reanalyze the modified changes to determine if the impacts are removed or lessened.

Definitions and data analysis

The following sections describe the data definitions and methodologies used by Sound Transit to develop estimates for Title VI populations within the Sound Transit service area for Title VI analysis of service changes.

Demographic analysis methodology and Title VI data definitions

Sound Transit uses census demographic data to identify Title VI communities (minority, low income and limited-English proficiency) for service equity analysis and calculates the systemwide or mode-specific average representation of these communities within the general population. Only minority or low-income status are used to determine if a disparate impact or disproportionate burden must be mitigated or analyzed. However, identifying limited-English proficiency (LEP) residents helps Sound Transit ensure that outreach efforts reach diverse customers. Sound Transit uses the 2010 Census Designated Tracts as the geographic basis for assessing the Title VI populations.

Sound Transit uses the most recent five-year demographic estimates available from American Community Survey (ACS). The ACS dataset identifies minority, low income and LEP populations as follows:

- Minority: Persons who self-identify as being one or more of the following ethnic groups: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian and other Pacific Islander.
- Low income: Persons whose household income is below 150% of the federal poverty level.
- Limited English Proficiency (LEP): Persons who identify a language other than English as their primary language and are not fluent in English.

The following sections describe the methodology for identifying each of the Title VI populations for the purposes of the annual service equity analysis.

Service area methodology

Most transit agencies in the United States define their service area as a buffered distance around each of their transit routes. Given the unique service characteristics of Sound Transit service – limited stops connecting regional urban and employment centers – the agency defines its service area based on a radial distance from each transit stop, rather than the transit route alignment. Table 1 below provides details on Sound Transit's service area by stop type.

Table A-1 Sound Transit Service Area Definitions

Stop Type	Service Area (Miles)
Bus stop without parking	0.5
Rail station without parking	1.0
Major bus facilities with parking	2.5
Rail station with parking	5.5

Sound Transit Title VI Population Estimates

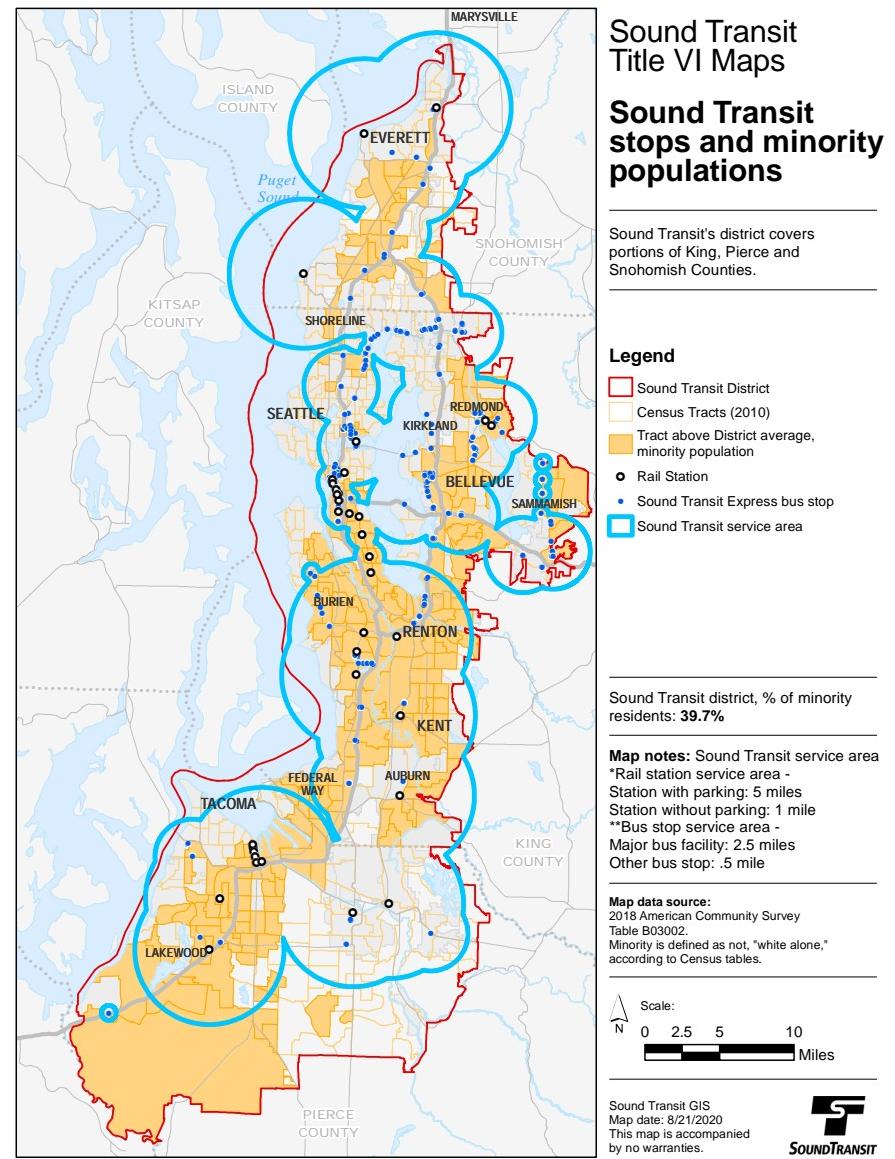
The population representation for any census tract is calculated using the percentage of area that falls within the district or mode's service area to estimate the specific number of people that fall within each of the Title VI categories. For example, if a census tract total is 10 acres, and 3 acres are in the service area, based on the previously identified methodologies, then 30 percent of the tract's total population, and in turn the respective Title VI populations, is considered to be within the service area. This methodology assumes an even distribution of population throughout the census tract.

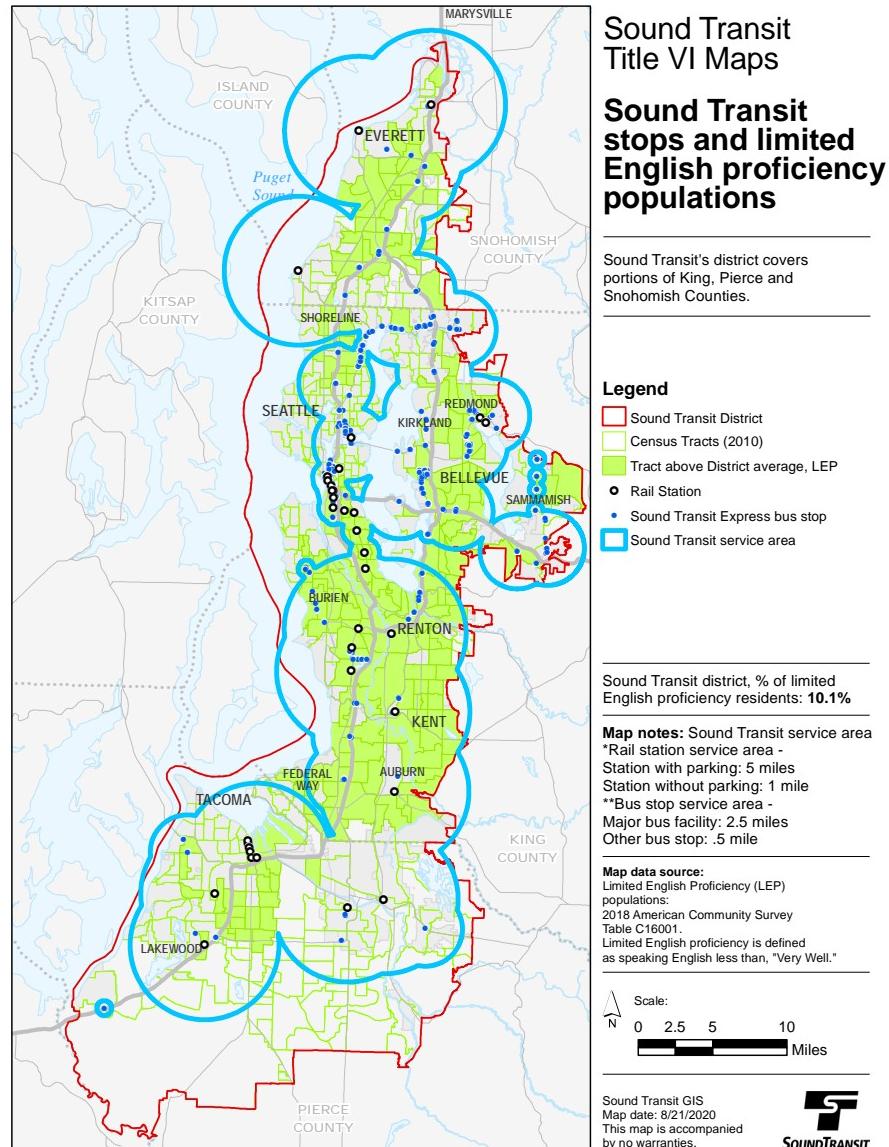
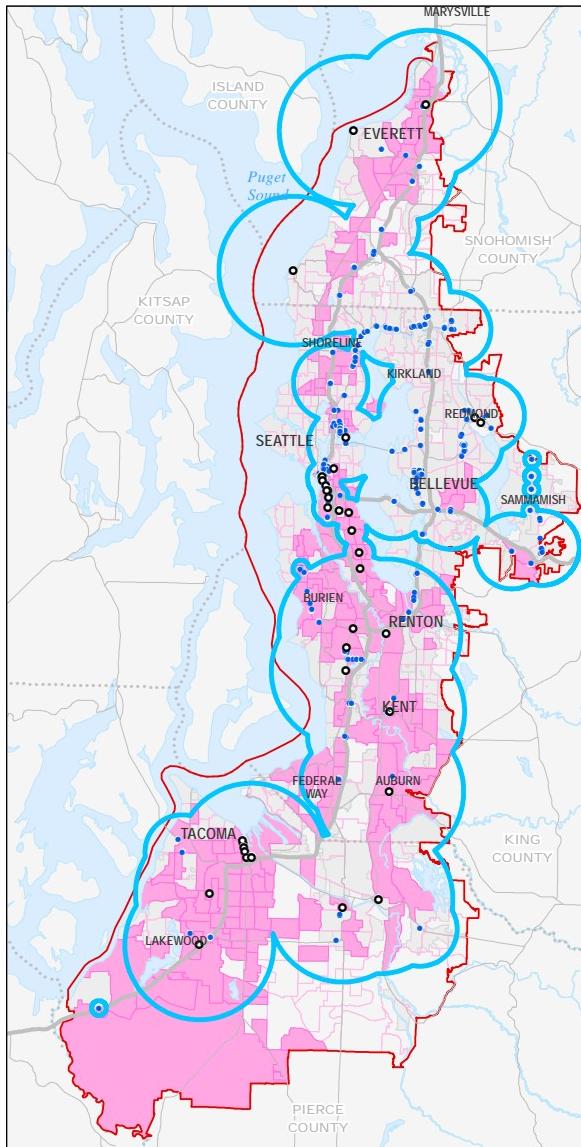
Using the demographic analysis and Title VI definitions previously outlined in this section, percentages for the three Title VI populations for the Sound Transit service area are identified by census tract and the district overall.

Table A-2 Sound Transit District Populations

Title VI Populations (2018)	Percentage of District Population
Minority	39.7%
Low income (150% poverty level)	16.4%
Limited-English proficiency	10.1%

Table A-2 shows the Title VI population averages for the Sound Transit service area using the American Community Survey 5-year estimates 2018 dataset. Minority and low-income averages serve as a comparison in the service change analysis to determine if mitigation must be considered, while LEP averages help to advise the outreach strategy. The maps on the next several pages (Maps A-1 to A-3) show census tracts with minority and low-income populations above the Sound Transit district average.





Comparison of affected populations by proposed service change

Table A-3 COVID Service Reductions March 2020-March 2021

Route	Is the population higher than the ST District Average? (2018 Census)			Type of proposed service change	Change in weekly platform hours	% change in platform hours
	Minority	Low-income	Limited-English proficiency			
510	No	Yes	Yes	Service reduction	-160.7	-37.8%
511	No	No	Yes	Service reduction	-52.7	-16.7%
512	No	Yes	No	Service reduction	21.3	1.8%
513	No	Yes	Yes	Service reduction	-76.9	-41.6%
522	No	No	No	Service reduction	-67.6	-6.0%
532	No	No	Yes	Service reduction	-189.2	-49.1%
535	No	No	Yes	Service reduction	-141.5	-26.8%
541	No	No	No	Suspension	-60.0	-100.0%
542	No	No	No	Service reduction	-78.6	-12.6%
544	Yes	No	Yes	Suspension	-505.0	-100.0%
545	Yes	No	Yes	Service reduction	-166.4	-10.7%
550	Yes	No	Yes	Service reduction	-186.4	-14.0%
554	Yes	No	No	Service reduction	12.6	1.5%
555	No	No	No	Service reduction	-90.0	-100.0%
556	No	No	No	Service reduction	-210.0	-100.0%
560	Yes	Yes	Yes	No change	-63.8	-8.0%
566	Yes	Yes	Yes	Service reduction	-126.8	-18.9%
567	Yes	No	Yes	Suspension	-270.0	-100.0%
574	Yes	Yes	Yes	No change	51.9	6.0%
577	Yes	Yes	Yes	No change	5.4	1.1%
578	Yes	Yes	No	Service increase	157.7	24.2%
580	Yes	Yes	No	Service reduction	-20.2	-23.7%
586	Yes	Yes	No	Service reduction	-59.4	-25.8%
590	Yes	Yes	No	Service reduction	-67.4	-7.4%
592	Yes	Yes	No	Service reduction	-112.0	-25.2%
594	Yes	Yes	No	No change	35.1	3.7%
595	No	Yes	No	Service reduction; new stop	-95.0	-51.4%
596	No	No	No	Service reduction	-13.3	-15.6%
Link	Yes	Yes	Yes	Service reduction	-508.8	-25.3%
Sounder North	No	Yes	Yes	Service reduction	-15.3	-43.8%
Sounder South	Yes	Yes	Yes	Service reduction	-72.8	-26.5%
Tacoma Link	Yes	Yes	No	No change	0.0	0.0%

Table A-4 Northgate Changes: Proposed Changes to September 2021 compared to March 2020 Baseline

Route	Is the population higher than the ST District Average? (2018 Census)			Type of proposed service change	Change in weekly platform hours	% change in platform hours	Avg. change in miles, one-way
	Minority	Low-income	Limited-English proficiency				
510	No	Yes	Yes	Service reduction	-160.7	-37.8%	0.0
511	No	No	Yes	Truncation	-52.7	-16.7%	-7.4
512	No	Yes	No	Truncation	21.3	1.8%	-7.5
513	No	Yes	Yes	Truncation	-76.9	-41.6%	-7.4
522	No	No	No	Truncation	-67.6	-6.0%	-6.4
532	No	No	Yes	Service reduction	-189.2	-49.1%	0.0
535	No	No	Yes	Service reduction	-141.5	-26.8%	0.0
541	No	No	No	Suspension	-60.0	-100.0%	0.0
542	No	No	No	Truncation	-78.6	-12.6%	-1.5
544	Yes	No	Yes	Suspension	-505.0	-100.0%	0.0
545	Yes	No	Yes	Service reduction	-166.4	-10.7%	0.0
550	Yes	No	Yes	Service reduction	-186.4	-14.0%	0.0
554	Yes	No	No	Service reduction	12.6	1.5%	0.0
555	No	No	No	Truncation	-90.0	-100.0%	-4.2
556	No	No	No	Truncation	-210.0	-100.0%	-4.0
560	Yes	Yes	Yes	No change	-63.8	-8.0%	0.0
566	Yes	Yes	Yes	Service reduction	-126.8	-18.9%	0.0
567	Yes	No	Yes	Suspension	-270.0	-100.0%	0.0
574	Yes	Yes	Yes	No change	51.9	6.0%	0.0
577	Yes	Yes	Yes	No change	5.4	1.1%	0.0
578	Yes	Yes	No	Service increase	157.7	24.2%	0.0
580	Yes	Yes	No	Service reduction	-20.2	-23.7%	0.0
586	Yes	Yes	No	Elimination	-59.4	-25.8%	-37.1
590	Yes	Yes	No	Service reduction	-67.4	-7.4%	0.0
592	Yes	Yes	No	Service reduction	-112.0	-25.2%	0.0
594	Yes	Yes	No	No change	35.1	3.7%	0.0
595	No	Yes	No	Service reduction; new stop	-95.0	-51.4%	0.5
596	No	No	No	Service reduction	-13.3	-15.6%	0.0
Link	Yes	Yes	Yes	Service reduction	-508.8	-25.3%	4.6
Sounder North	No	Yes	Yes	Service reduction	-15.3	-43.8%	0.0
Sounder South	Yes	Yes	Yes	Service reduction	-72.8	-26.5%	0.0
Tacoma Link	Yes	Yes	No	No change	0.0	0.0%	0.0

Fare equity analysis of ST Express service changes with opening of Northgate Link Extension

Description of fare changes

Regular adult fares on Link light rail are established by a distance-based policy last updated in November 2014. (Sound Transit Board of Directors Resolution R2014-28)

Although the existing fare structure will apply to riders using the three new stations, the new light rail segment and associated proposed changes in bus service will alter some passengers' rides and how they pay their fares. Sound Transit proposes truncating service on Routes 511, 512 and 513 at the new Link light rail station at Northgate, and service on Route 522 at the new Roosevelt Link station, to better coordinate services. This will require those passengers who previously made their trips solely by ST Express service on these routes to transfer between ST Express bus service and Link light rail. For certain passengers, the transfer introduced by these service changes and the light rail extension will create a change in the fare they pay.

Link fare policy and rates

All central Puget Sound transit services utilize One Regional Card for All (ORCA). Payment for transit fare through ORCA can be made using "E-Purse" (debit) or a pass product. Pass products are associated with a one-way fare value. For the purposes of this analysis, seven fare types are considered: Adult cash/ticket, adult ORCA, adult low-income ORCA ("ORCA LIFT"), Regional Reduced Fare Permit (RRFP) cash/ticket and ORCA, and youth cash/ticket and ORCA. RRFP ORCA permits are available to seniors (65+ years old) and persons with qualifying disabilities. RRFP cardholders may use their RRFP cards in the same way as an ORCA card, or may present the card to validate a cash/ticket payment at the RRFP fare rate. Riders aged 6-18 are eligible for youth fare, which can be paid through ORCA or cash/tickets with ID.

Per Sound Transit Board Resolution R2014-28 in November 2014, rates were adjusted so that the adult one-way base fare for Link light rail was set at \$2.25, with a flat, \$1.50 fare for low-income adults paying with an ORCA LIFT card. For full-fare adult one-way trips, a per-mile charge of \$0.05, rounded up or down to the nearest \$0.25, is added to the base fare to determine the fare for any given pair of stations. ORCA LIFT, youth and RRFP fares are flat rates (not distance-based). The current and future one-way Link light rail fares for pre- and post-extension are shown in Tables 1 and 2.

Table A-5 shows regular adult one-way fares. The yellow-shaded cells show the fares for trips originating or ending in the new stations. As shown in Table A-5, the fares for the existing alignment range from \$2.25 to \$3.25. The base one-way full adult fare for the new stations is \$2.25, the same cost as the base one-way adult fare for the existing stations. A trip for the entire length of the line will be \$3.50. This is \$0.25 higher than the current maximum fare because of the 4.3-mile extension from UW to Northgate. Table A-6 shows current and future one-way fares for reduced-fare passengers (ORCA LIFT, youth, RRFP-senior/disabled), which are not distance-based and will not change after the opening of the light rail extensions. Table A-7 shows ST Express bus fares for all passenger categories.

Data set description and technique used to collect data

The data used in this analysis are from an origin-destination (O-D) survey conducted onboard ST Express bus routes which are planned to terminate at the Northgate or Roosevelt Link stations with the opening of the Northgate Link extension – routes 511, 512, 513 and 522. These

Table A-5: Current and future one-way adult fares for Link light rail

	Northgate	Roosevelt	U District	University of Washington	Capitol Hill	Westlake	University St.	Pioneer Square	International District	Stadium	SODO	Beacon Hill	Mt. Baker	Columbia City	Othello	Rainier Beach	Tukwila Int'l. Blvd.	SeaTac/ Airport	Angle Lake
Northgate	\$2.25	\$2.50	\$2.50	\$2.50	\$2.75	\$2.75	\$2.75	\$2.75	\$2.75	\$2.75	\$2.75	\$2.75	\$2.75	\$3.00	\$3.00	\$3.00	\$3.25	\$3.50	\$3.50
Roosevelt	\$2.25		\$2.25	\$2.25	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.75	\$2.75	\$2.75	\$2.75	\$3.00	\$3.00	\$3.25	\$3.25	\$3.25
U District	\$2.50	\$2.25		\$2.25	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.75	\$2.75	\$2.75	\$2.75	\$3.00	\$3.25	\$3.25	\$3.25
University of Washington	\$2.50	\$2.25	\$2.25		\$2.25	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.75	\$2.75	\$2.75	\$3.00	\$3.25	\$3.25
Capitol Hill	\$2.50	\$2.50	\$2.50	\$2.25		\$2.25	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25	\$2.50	\$2.50	\$2.50	\$2.50	\$2.75	\$3.00	\$3.00	\$3.00
Westlake	\$2.75	\$2.50	\$2.50	\$2.50	\$2.25		\$2.25	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25	\$2.50	\$2.50	\$2.50	\$2.50	\$3.00	\$3.00	\$3.00
University St.	\$2.75	\$2.50	\$2.50	\$2.50	\$2.25	\$2.25		\$2.25	\$2.25	\$2.25	\$2.25	\$2.25	\$2.50	\$2.50	\$2.50	\$2.50	\$3.00	\$3.00	\$3.00
Pioneer Square	\$2.75	\$2.50	\$2.50	\$2.50	\$2.25	\$2.25	\$2.25		\$2.25	\$2.25	\$2.25	\$2.25	\$2.50	\$2.50	\$2.50	\$2.50	\$3.00	\$3.00	\$3.00
International District	\$2.75	\$2.50	\$2.50	\$2.50	\$2.25	\$2.25	\$2.25	\$2.25		\$2.25	\$2.25	\$2.25	\$2.50	\$2.50	\$2.50	\$2.50	\$3.00	\$3.00	\$3.00
Stadium	\$2.75	\$2.50	\$2.50	\$2.50	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25		\$2.25	\$2.25	\$2.25	\$2.25	\$2.50	\$2.50	\$2.75	\$3.00	\$3.00
SODO	\$2.75	\$2.75	\$2.50	\$2.50	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25		\$2.25	\$2.25	\$2.25	\$2.50	\$2.50	\$2.75	\$2.75	\$3.00
Beacon Hill	\$2.75	\$2.75	\$2.75	\$2.50	\$2.50	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25		\$2.25	\$2.25	\$2.50	\$2.50	\$2.75	\$2.75	\$3.00
Mt. Baker	\$2.75	\$2.75	\$2.75	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.25		\$2.25	\$2.25	\$2.50	\$2.75	\$2.75	\$3.00
Columbia City	\$3.00	\$2.75	\$2.75	\$2.75	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.25	\$2.25		\$2.25	\$2.25	\$2.50	\$2.75	\$2.75
Othello	\$3.00	\$3.00	\$2.75	\$2.75	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.25	\$2.25		\$2.25	\$2.50	\$2.50	\$2.75	\$2.75
Rainier Beach	\$3.00	\$3.00	\$3.00	\$2.75	\$2.75	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.25	\$2.25		\$2.50	\$2.50	\$2.75
Tukwila Int'l. Blvd.	\$3.25	\$3.25	\$3.25	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$2.75	\$2.75	\$2.75	\$2.50	\$2.50	\$2.50	\$2.50		\$2.25	\$2.50
SeaTac / Airport	\$3.50	\$3.25	\$3.25	\$3.25	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$2.75	\$2.75	\$2.75	\$2.75	\$2.75	\$2.75	\$2.75	\$2.25	
Angle Lake	\$3.50	\$3.25	\$3.25	\$3.25	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$2.75	\$2.75	\$2.75	\$2.50	\$2.25	

Table A-6: Current and future fares for reduced-fare passengers for Link light rail

Customer Fare Category	Current Fare (before Northgate Opens)	Future Fare (after Northgate opens)
Low-income adult (ORCA LIFT)	\$1.50	\$1.50
Youth (6-18 years old)	\$1.50	\$1.50
Senior/Disabled with Regional Reduced Fare Permit	\$1.00	\$1.00

Table A-7: ST Express Fares

Customer Fare Category	Fare
Adult Fare	\$3.25
Low-income adult (ORCA LIFT)	\$1.50
Youth (6-18 years old)	\$1.50
Senior/Disabled with Regional Reduced Fare Permit	\$1.00

Current Sound Transit fare policy grants a two-hour transfer credit among different Sound Transit modes (light rail, express bus, and commuter rail) and between Sound Transit and ORCA partner transit agency services for passengers using ORCA. Those paying with cash or mobile tickets do not receive transfer credits.

surveys were conducted in the first quarter of 2019, during weekdays for all time periods, using paper surveys offered to every rider for sampled trips. Survey workers remained onboard during the entire trip or portion of the trip surveyed. Passengers could return surveys to the survey workers or by postage-paid return mail.

Overall, the survey included responses from about 9,500 ST Express riders (representing 19% of average weekday boardings, with a 43% response rate), including about 1,900 ST Express riders surveyed on routes that will terminate at light rail stations (19% of average weekday boardings, 41% response rate). Data were weighted to represent average weekday boardings at the route level.

For this analysis, low income is defined as at or below 200% of the Federal poverty level, the same threshold used to qualify passengers for the ORCA LIFT (low-income fare) program. Table A-8 below describes the household size and income thresholds used to classify respondents as low income for this analysis.

Table A-8: Household size and income to qualify for ORCA LIFT

Household size	Annual household income
1	\$24,972
2	\$33,816
3	\$42,660
4	\$51,492
5+	\$60,300

As described earlier, Sound Transit policy calls for a comparison of the impacts of a fare change on minority and low-income populations to the population of Sound Transit's service area. The service area numbers used in this report are derived from the American Community Survey, 2018.

Fare media analysis

Table A-9 on the next page shows the number and percent of minority and low-income riders in each passenger category paying cash or using ORCA

from the O-D survey effort described above. As also noted above, the counts are representative of data weighted to average weekday ridership for the routes of focus here.

The survey data indicate there are greater percentages of minority riders on the routes to be terminated than in the ST service area for the following passenger categories: 1) full-fare adult riders using ORCA fare payment, 2) ORCA LIFT riders, 3) RRFP riders using ORCA, and youth riders using ORCA. The survey data also indicate there is a greater percentage of youth riders using ORCA on these routes who are low-income than the percentage of all low-income riders in the service area as a whole, though the total sample of youth riders is quite small.

The survey data on fare payment type by passenger type shows no minority and low-income riders surveyed who currently pay cash on impacted routes. The large majority of adult riders use ORCA. Survey results also show the vast majority of riders are full-fare adult, with few ORCA LIFT, RRFP and youth riders. The survey also yielded no RRFP and youth riders paying cash.

Table A-9. Current fare type usage by minority and low-income passengers on ST Express routes to be terminated at light rail stations

Fare Type	Percent				Count			
	Minority	Non-minority	Low income	Non-low income	Minority	Non-minority	Low income	Non-low income
Adult cash/ticket	0%	100%	0%	100%	-	15	-	15
Adult ORCA	32%	68%	16%	84%	1,619	3,384	800	4,203
ORCA LIFT	50%	50%	81%	19%	111	110	180	42
RRFP cash	NA	NA	NA	NA	-	-	-	-
RRFP ORCA	25%	75%	31%	69%	95	284	117	262
Youth cash	NA	NA	NA	NA	-	-	-	-
Youth ORCA	63%	37%	73%	27%	33	19	38	14
Total	32%	68%	20%	80%	1,858	3,812	1,135	4,536
ST service area	23%	77%	40%	60%				

Table A-10. New fares for current ST Express bus passengers terminating at Northgate Link

Fare type	Fare			Change			
	Existing	Proposed (low)	Proposed (high)	\$ change (low)	\$ change (high)	% change (low)	% change (high)
Adult cash/ticket	\$3.25	\$5.75	\$6.00	\$2.50	\$2.75	77%	85%
Adult ORCA	\$3.25	\$3.25	\$3.25	-	-	0%	0%
ORCA LIFT	\$1.50	\$1.50	\$1.50	-	-	0%	0%
RRFP cash	\$1.00	\$2.00	\$2.00	\$1.00	\$1.00	100%	100%
RRFP ORCA	\$1.00	\$1.00	\$1.00	-	-	0%	0%
Youth cash	\$1.50	\$3.00	\$3.00	\$1.50	\$1.50	100%	100%
Youth ORCA	\$1.50	\$1.50	\$1.50	-	-	0%	0%

Disparate impact/disproportionate burden

As noted above, Sound Transit provides a discounted flat fare for low-income adult passengers via the ORCA LIFT fare. Sound Transit's flat-rate discounted fares for youth, seniors and disabled riders also provide a discounted fare for low-income riders in these passenger categories. These discounted fares are the same on ST Express and Link. Since ORCA provides transfer credits, riders in these fare categories paying with ORCA cards will see no fare change when transferring between ST Express service and Link.

As Table A-10 shows, route termination at light rail stations will only affect fares for cash riders in each category. ORCA riders will see no impact. Since the survey yielded no cash minority or low-income cash riders on these routes, this analysis shows no disparate impacts on minority passengers and no disproportionate impacts on low-income passengers.

The results of this analysis are summarized in Table A-11.

- If the percentage of minority or low-income riders in a passenger category is less than the ST service area average, there is no disparate impact or disproportionate burden.
- The percentage of minority riders on these routes was higher than the average for the ST service area for full-fare adult ORCA, ORCA LIFT, RRFP ORCA and youth ORCA riders.
- The percentage of low-income riders on these routes was higher than the ST service area average for ORCA LIFT riders.
- With none of these fare categories experiencing a fare change from the termination of these routes and transferring to Link at Northgate, there is no disparate impact/disproportionate burden.

Table A-11: Summary – Disparate impact / disproportionate burden

Fare type	% Greater than ST Service Area Average		Fare Change?		Disproportionate Impact / Disparate Burden	
	Minority	Low-income	Minority	Low-income	Minority	Low-income
Adult cash/ticket	No	No			No	No
Adult ORCA	Yes	No	No		No	No
ORCA LIFT	Yes	Yes	No	No	No	No
RRFP cash	No	No			No	No
RRFP ORCA	Yes	No	No		No	No
Youth cash	No	No			No	No
Youth ORCA	Yes	No	No		No	No

Fare impact mitigation

The onboard surveys identified very few adult cash riders and no youth or RRFP riders on the ST Express routes planned to terminate at Northgate. The Title VI analysis identified no disparate impact or disproportionate burden. However, there will be impacts on current cash riders whose current one-seat bus ride will be replaced by a two-seat (and two-fare) ride involving a transfer between bus and light rail. To mitigate these impacts, Sound Transit will be working to make it easy for cash riders to convert to using ORCA cards for fare payment. With ORCA, riders will receive full transfer value between modes and won't pay increased fares.

Sound Transit will work to provide ORCA cards to cash-paying riders transferring between bus and light rail during the first few weeks of Link service. To assist cash riders in converting to ORCA, Sound Transit will provide cards pre-loaded with E-purse value or passes. The agency will also continue its ongoing marketing campaign to promote the ORCA LIFT program for low-income riders. Sound Transit will continue loading E-purse incentives on ORCA LIFT cards for those who qualify for this program. Finally, Sound Transit will work with King County Metro and Public Health staff who will also be onsite at the new stations actively enrolling riders for reduced fare, youth and ORCA LIFT discounted fare programs. We'll also provide passengers who are new to ORCA with information on how to use the card and how and where to load value, including online, at retailers and at ticket machines at Link stations.

We'll also promote an extensive public outreach campaign to highlight ORCA's benefits and ensure passengers are aware that paying by cash will require two separate fares for any transfer trips following the service change.